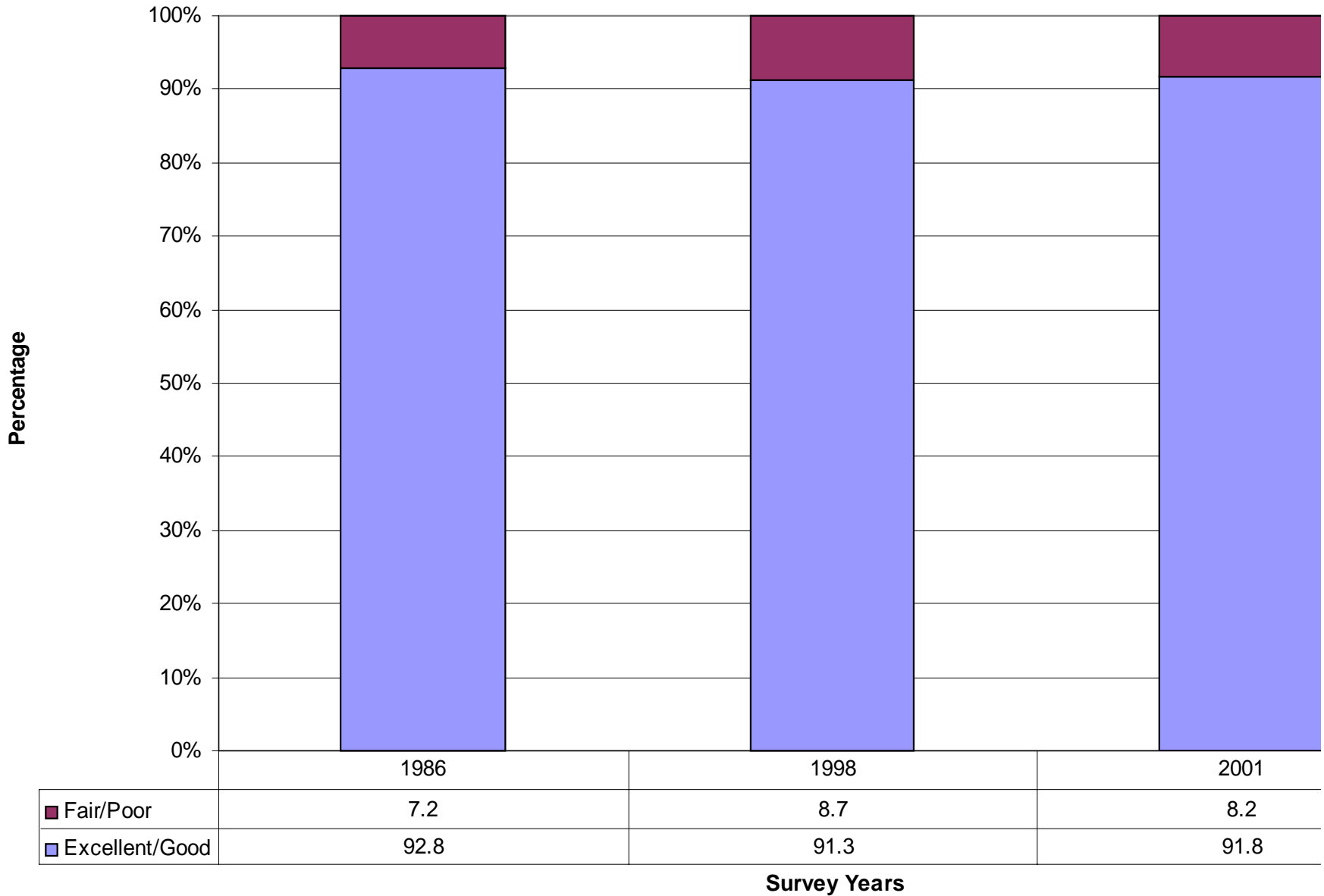
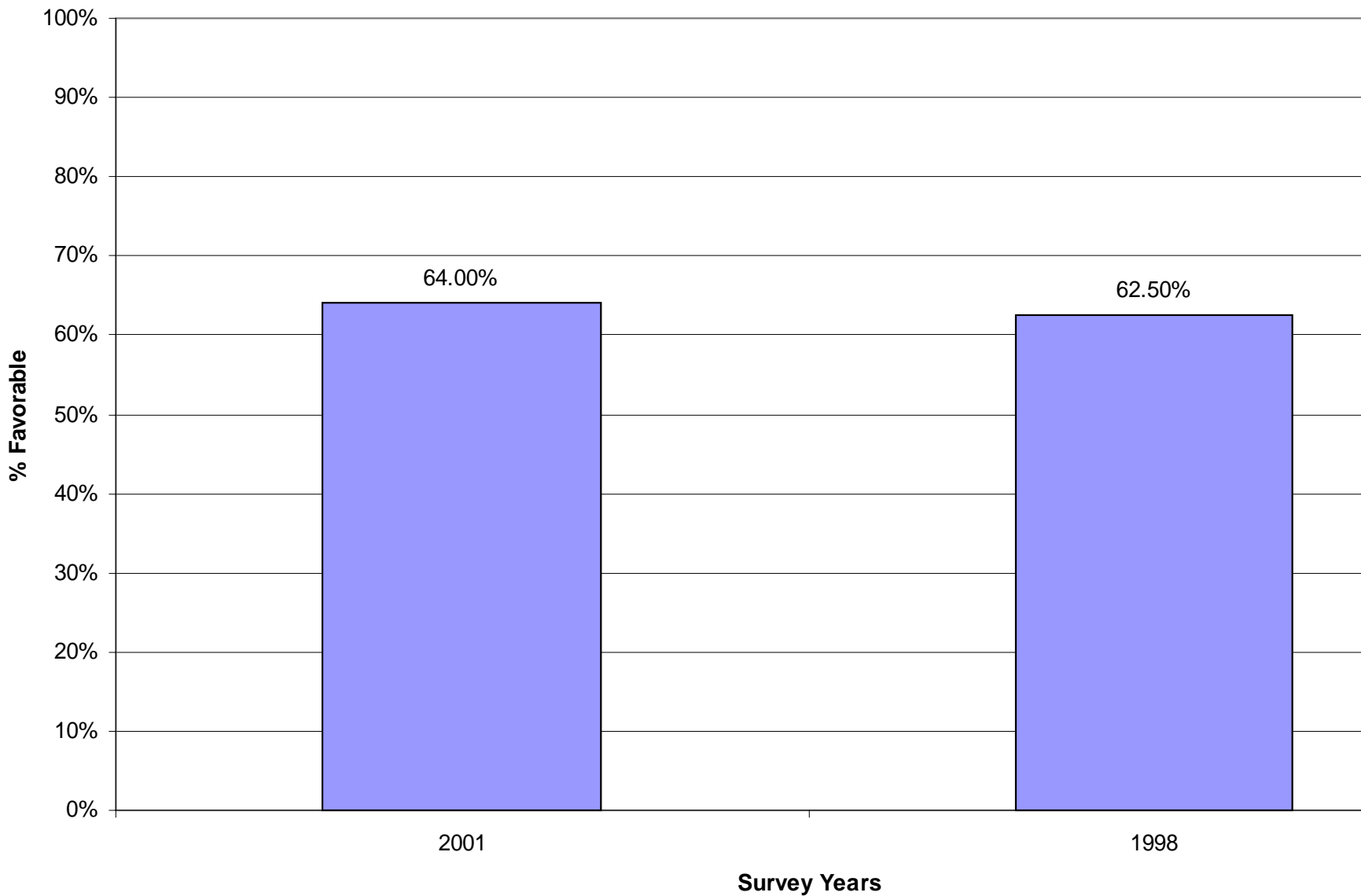


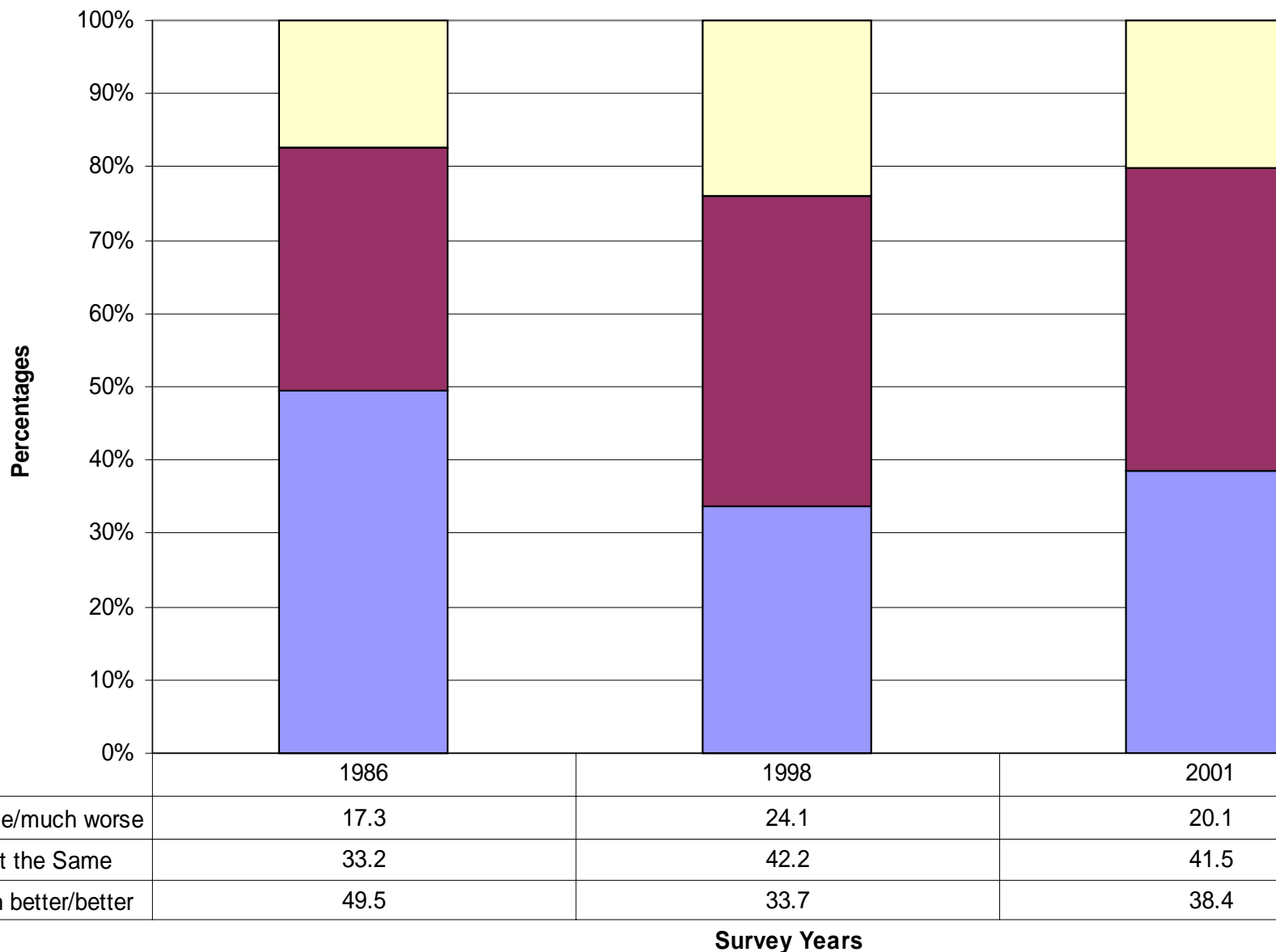
1. How would you rate the overall "quality of life" in Chesterfield County?



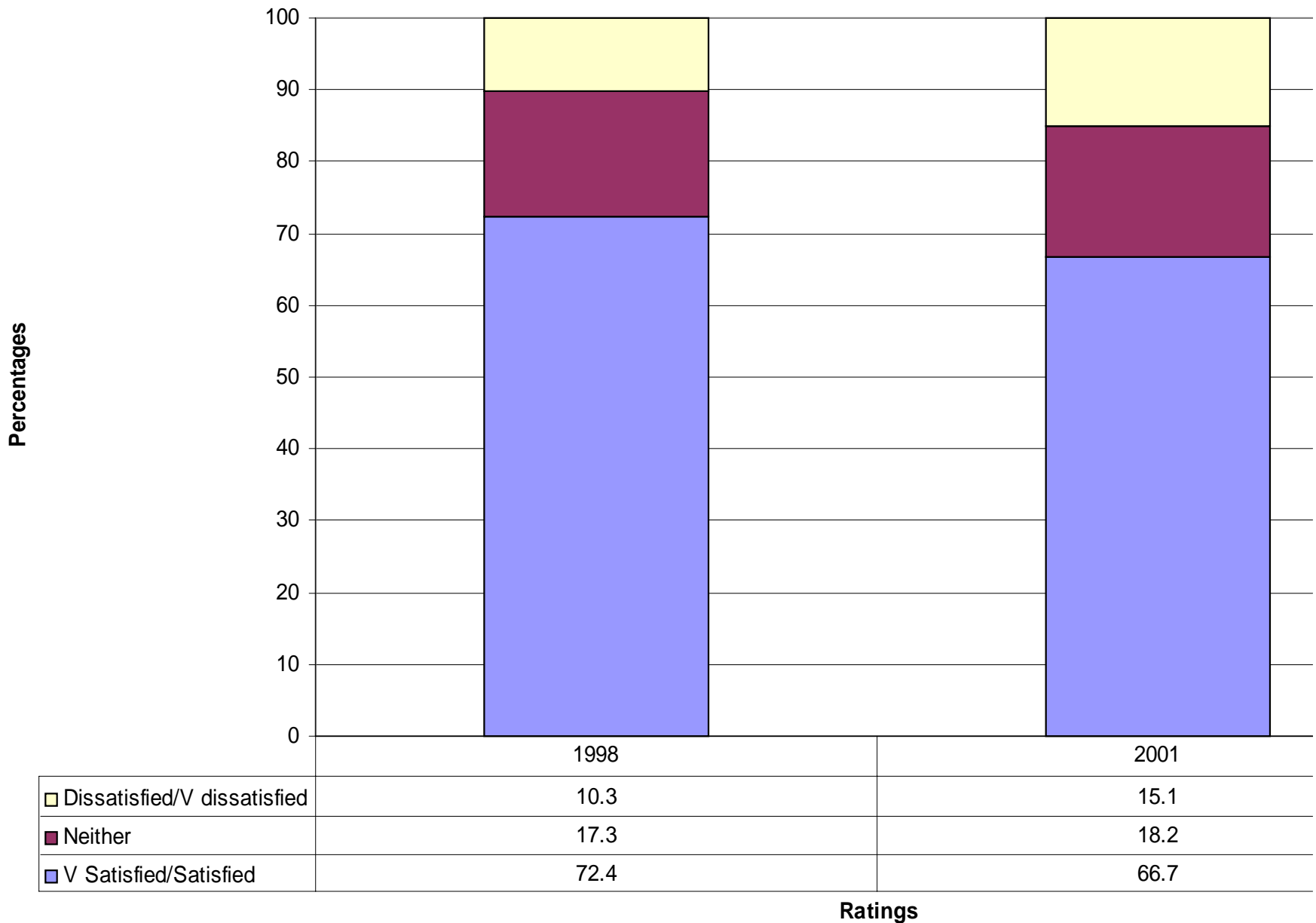
2. How would you rate Chesterfield County as a place to live compared to other counties or cities you have lived?



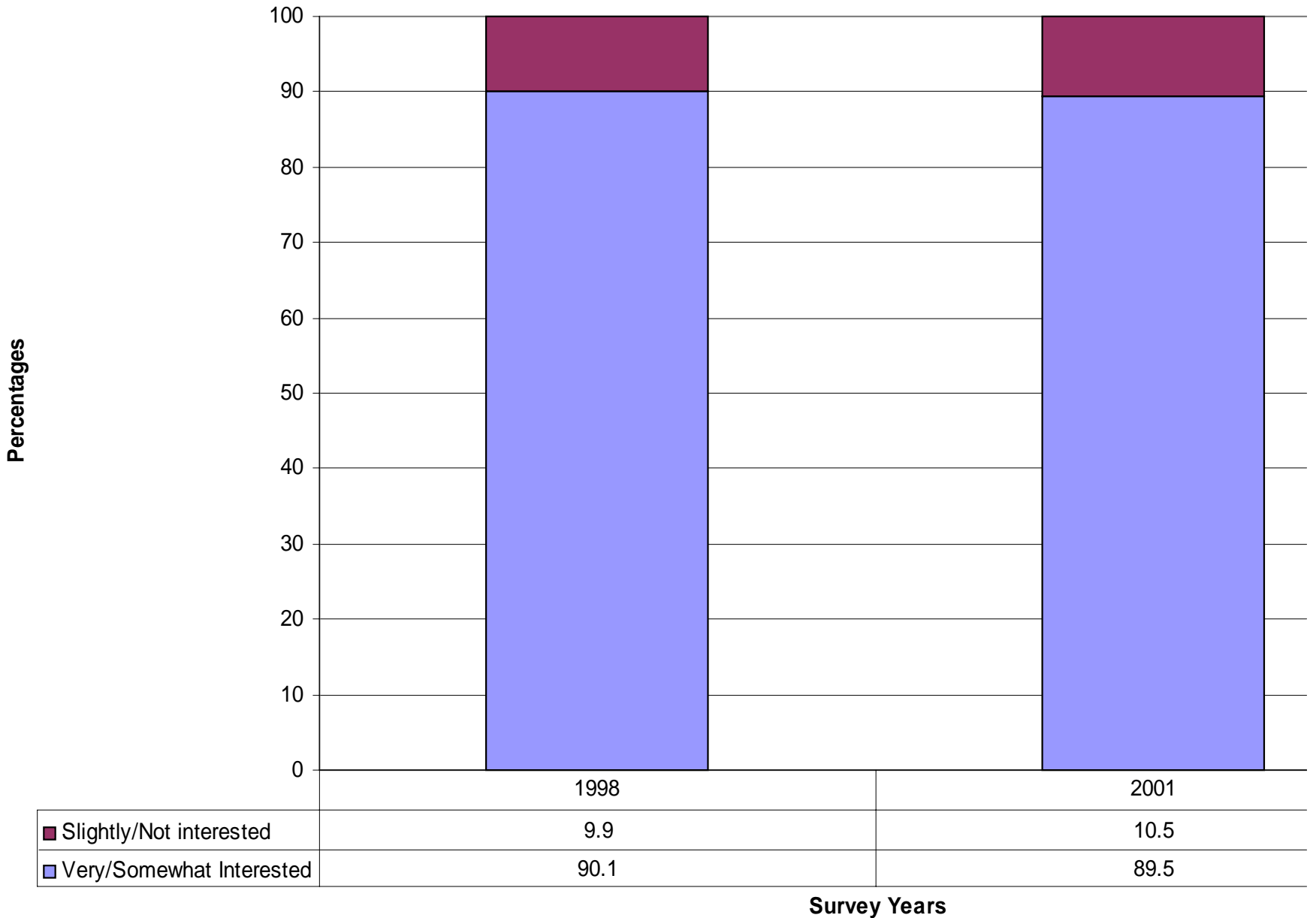
3. Do you think Chesterfield County is becoming a better place to live, a worse place to live, or staying the same?



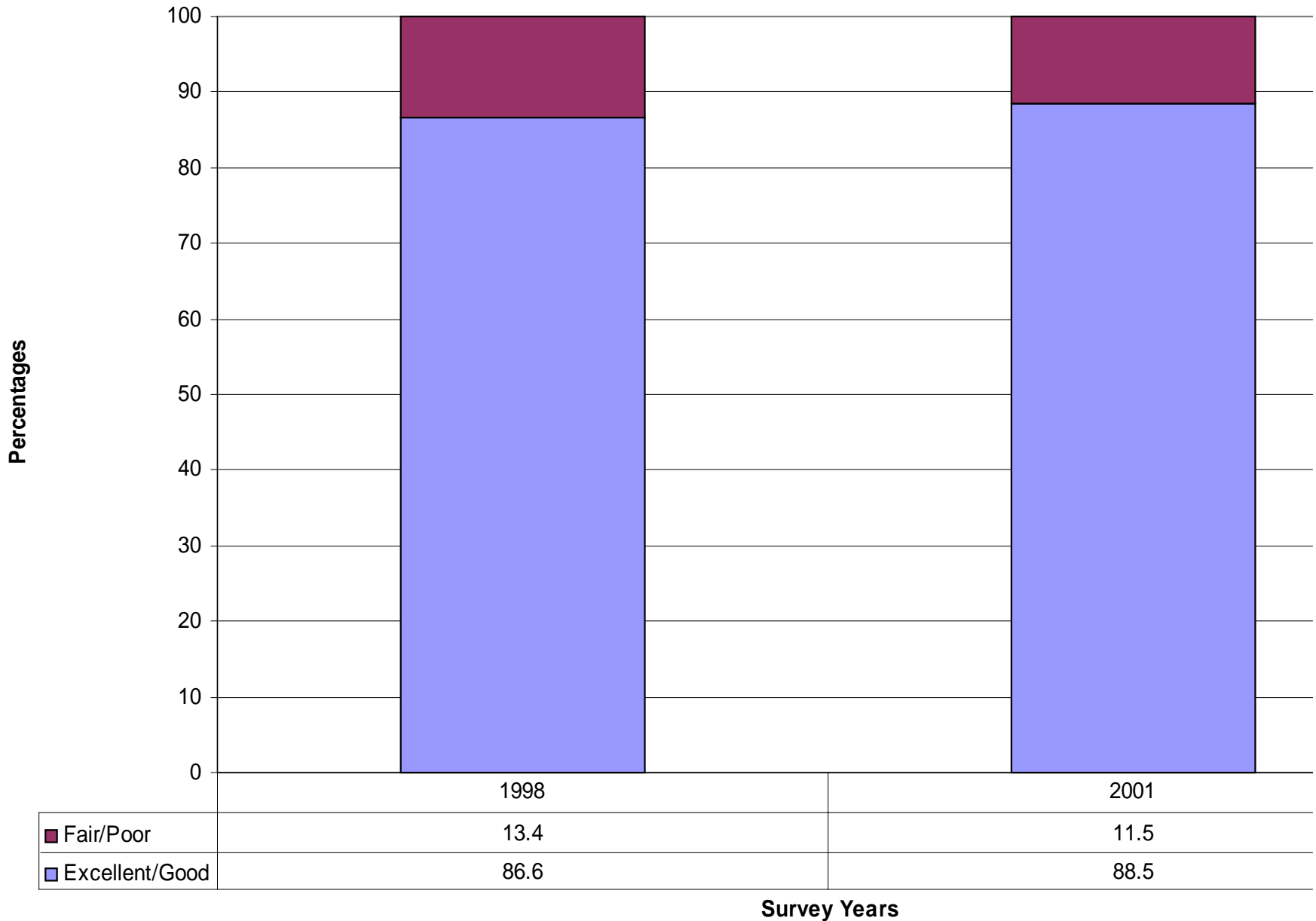
4. How satisfied are you with the overall cleanliness and appearance of the County?



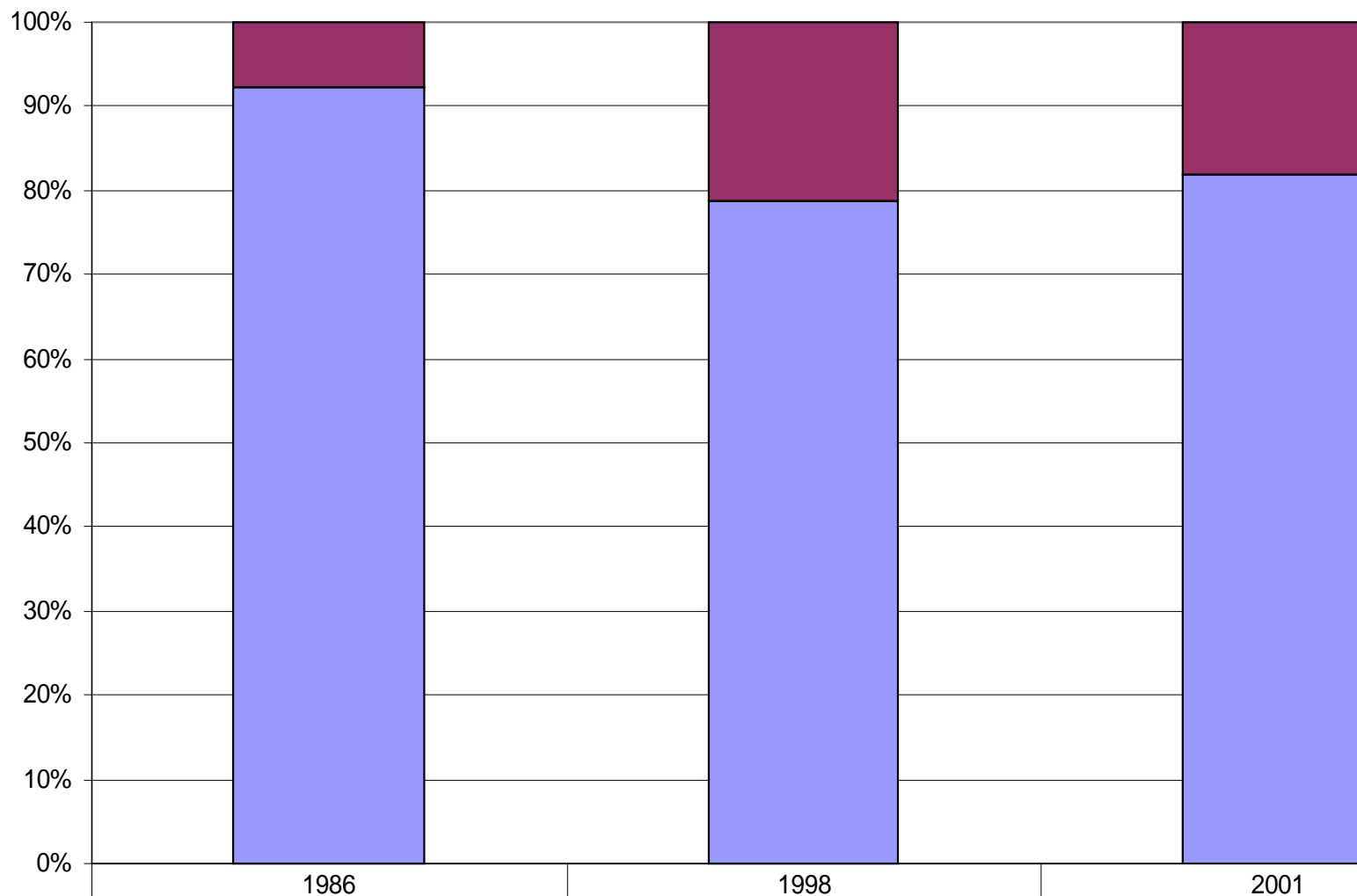
5. How interested are you in Chesterfield County issues?



6. How would you rate Chesterfield County as a place to raise children?



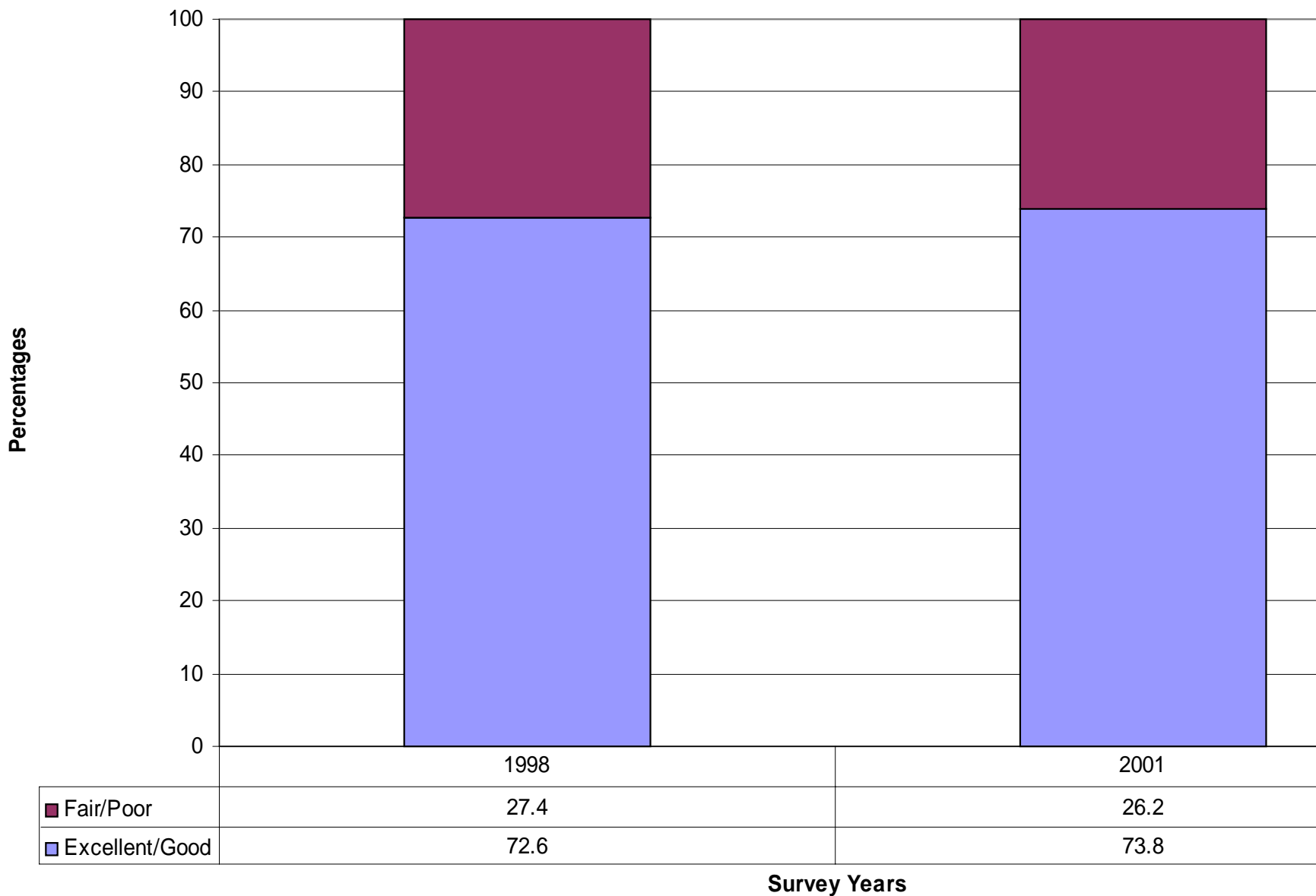
7. How would you rate Chesterfield County in regard to education provided by your local public schools?



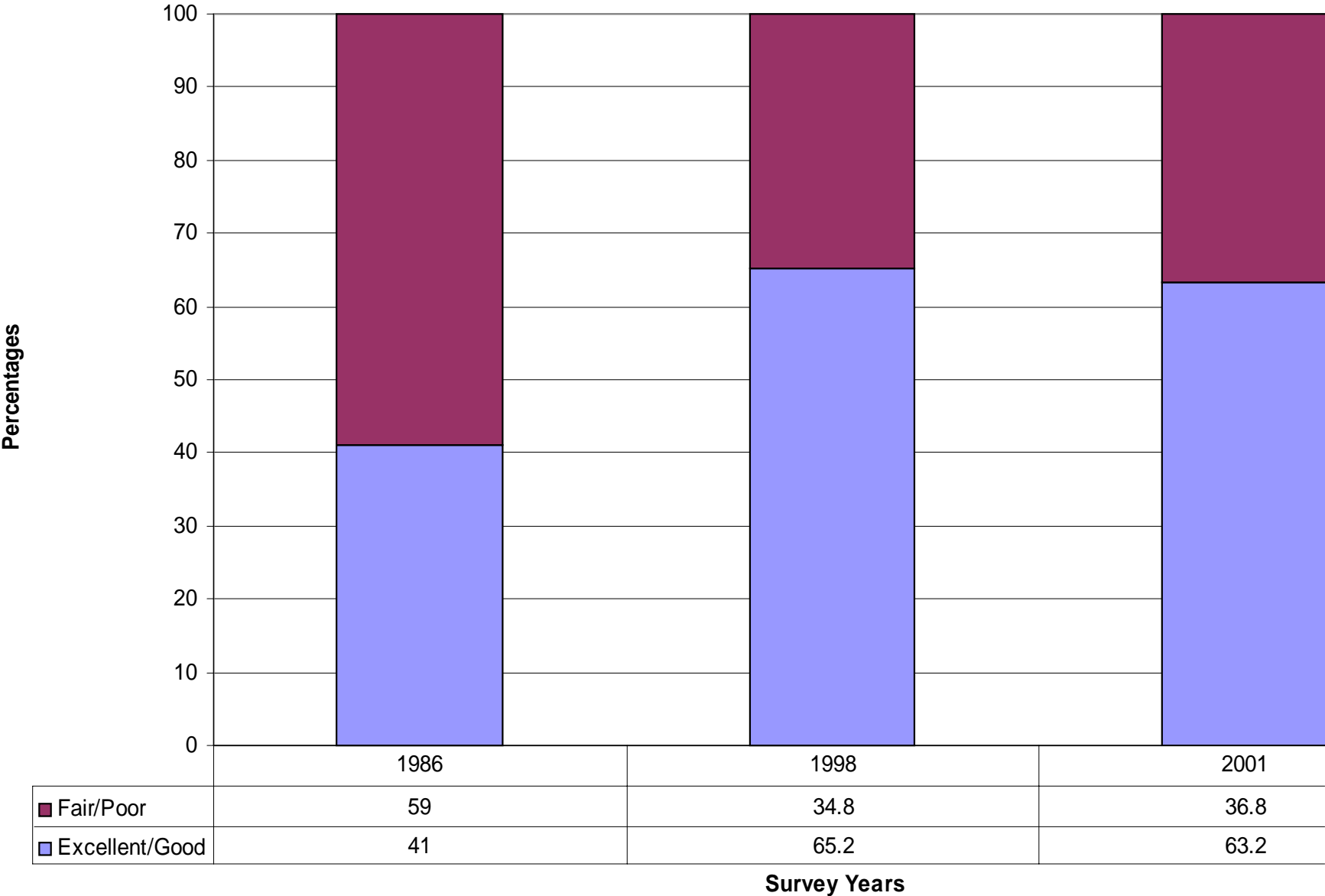
| | | | |
|----------------|------|------|------|
| | 1986 | 1998 | 2001 |
| Fair/Poor | 7.7 | 21.2 | 18 |
| Excellent/Good | 92.3 | 78.8 | 82 |

Survey Years

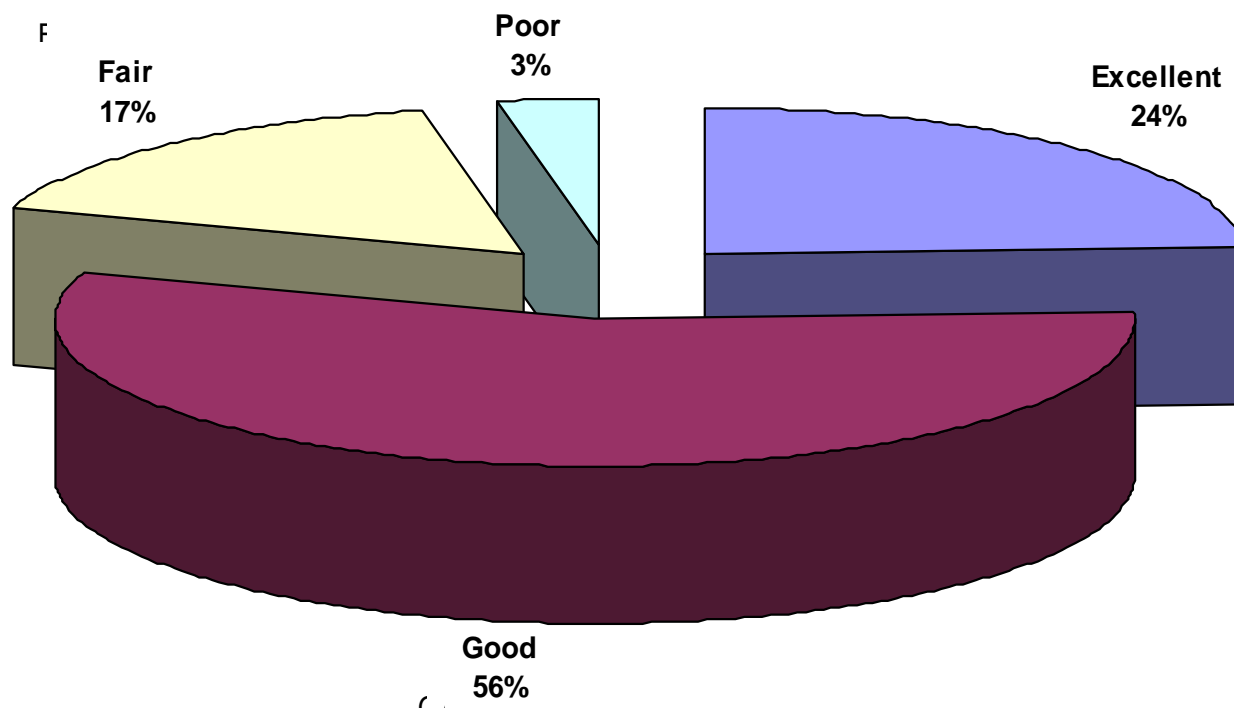
8. How would you rate Chesterfield County in regard to the development, promotion, and maintenance of historic resources?



9. How would you rate Chesterfield County in regard to the preservation and protection of the environment?



10. How would you rate Chesterfield County in regard to the availability of Medical and Health services?



Note: Not measured in 1986 or 1998

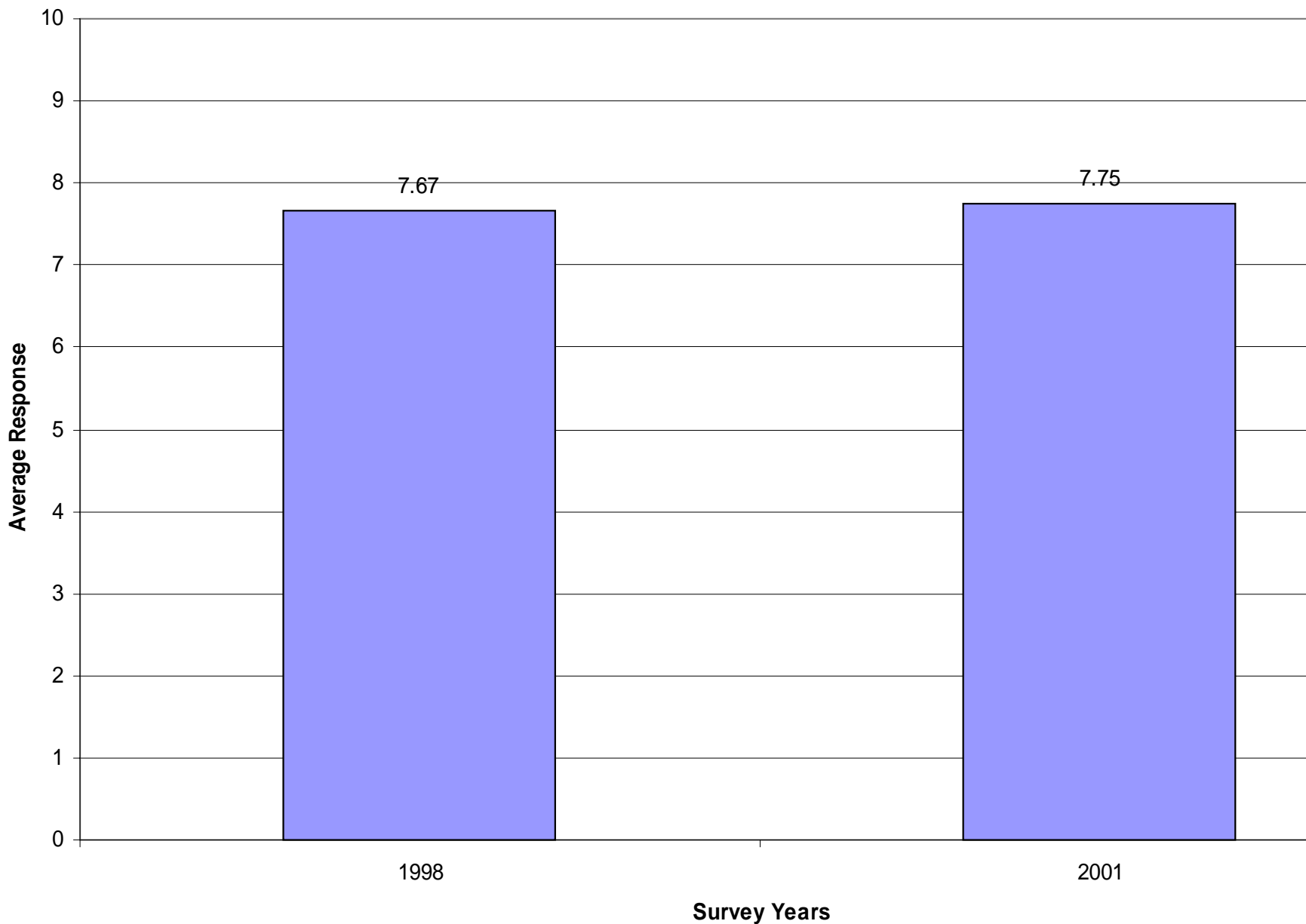
11. Best Things About Living in Chesterfield County

| 1986 | 1998 | 2001 |
|------------------------|---------------------|---------------------|
| 1. Good Schools | Convenient Location | Convenient Location |
| 2. Country Life | Suburban Life | Schools |
| 3. Convenient Location | Schools | Suburban Life |
| 4. Environment | Safety | Safety |
| 5. Friendly | Affordable Hsg | Affordable Hsg |

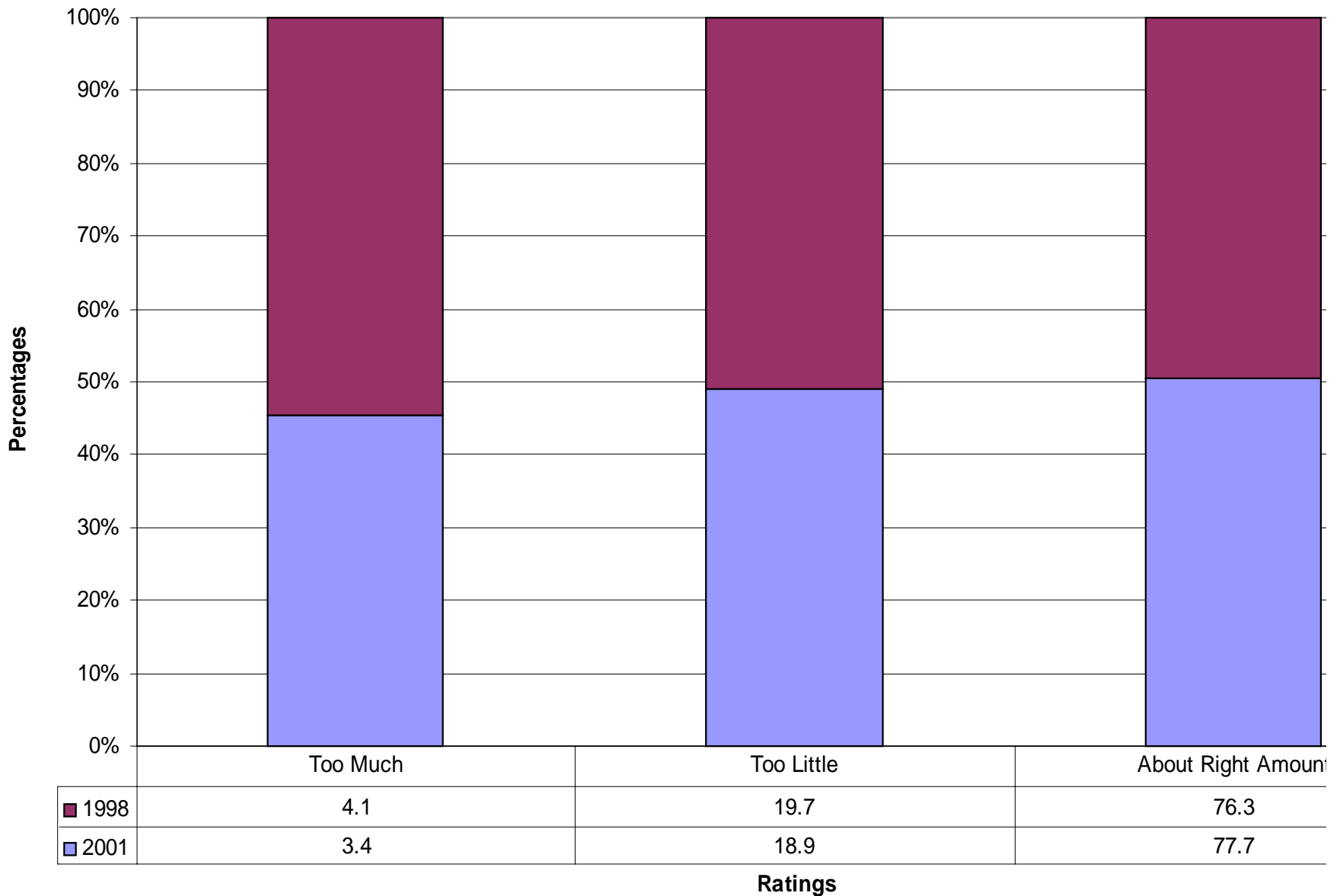
12. Biggest Challenges Faced by Chesterfield County

| 1986 | 1998 | 2001 |
|-----------------------|--------------------|--------------------|
| 1. Traffic Congestion | Over Development | Traffic Congestion |
| 2. Over Development | Traffic Congestion | Too Rapid Growth |
| 3. Schools | Spillover Crime | Spillover Crime |
| 4. Lack of Services | Schools | Schools |
| 5. Over Population | Drugs | Drugs |

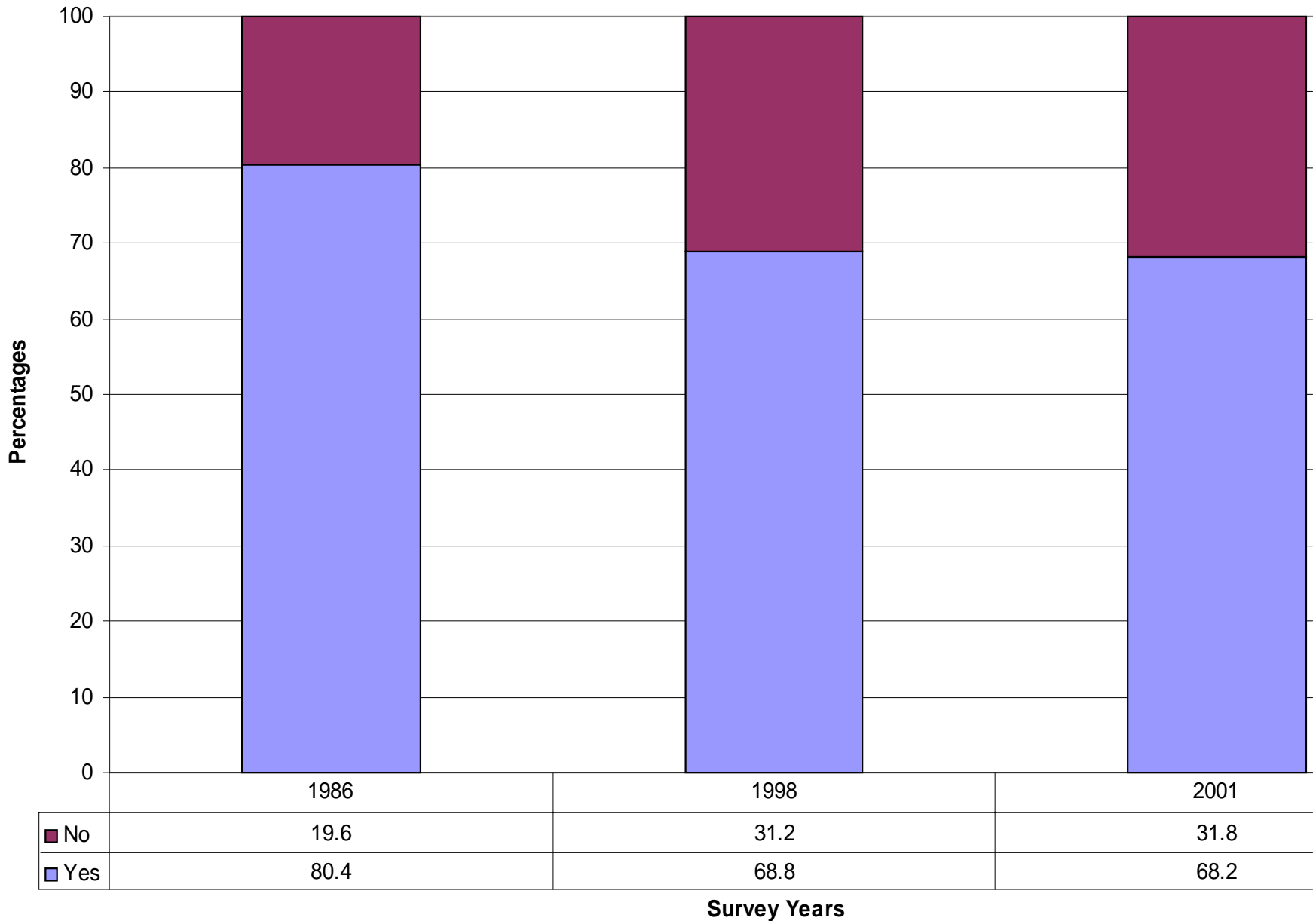
13. On a 1-10 scale (10 being best), how much do you like living in Chesterfield County?



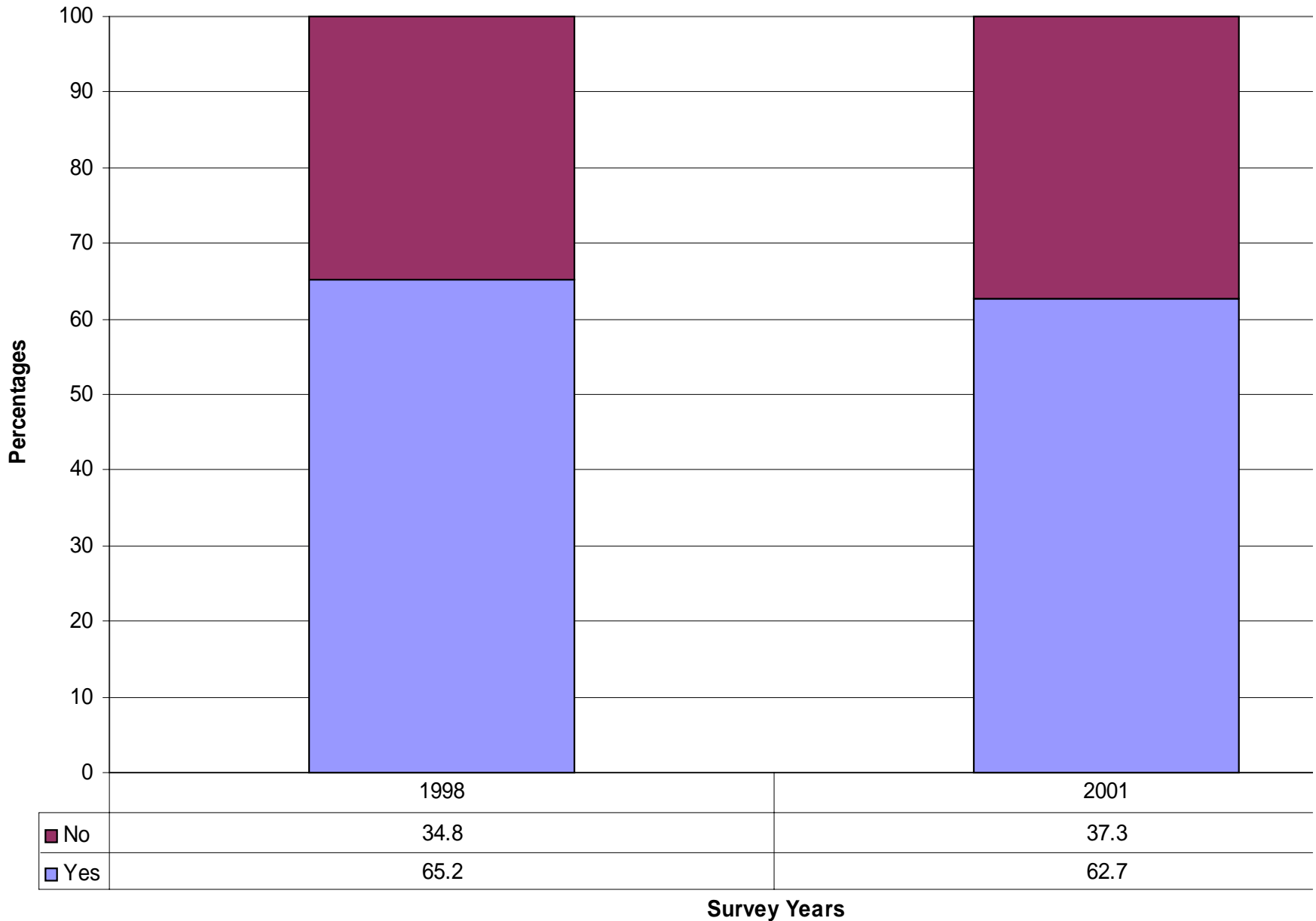
14. Do you think the variety of services provided by the county is too much, too little, or about the right amount?



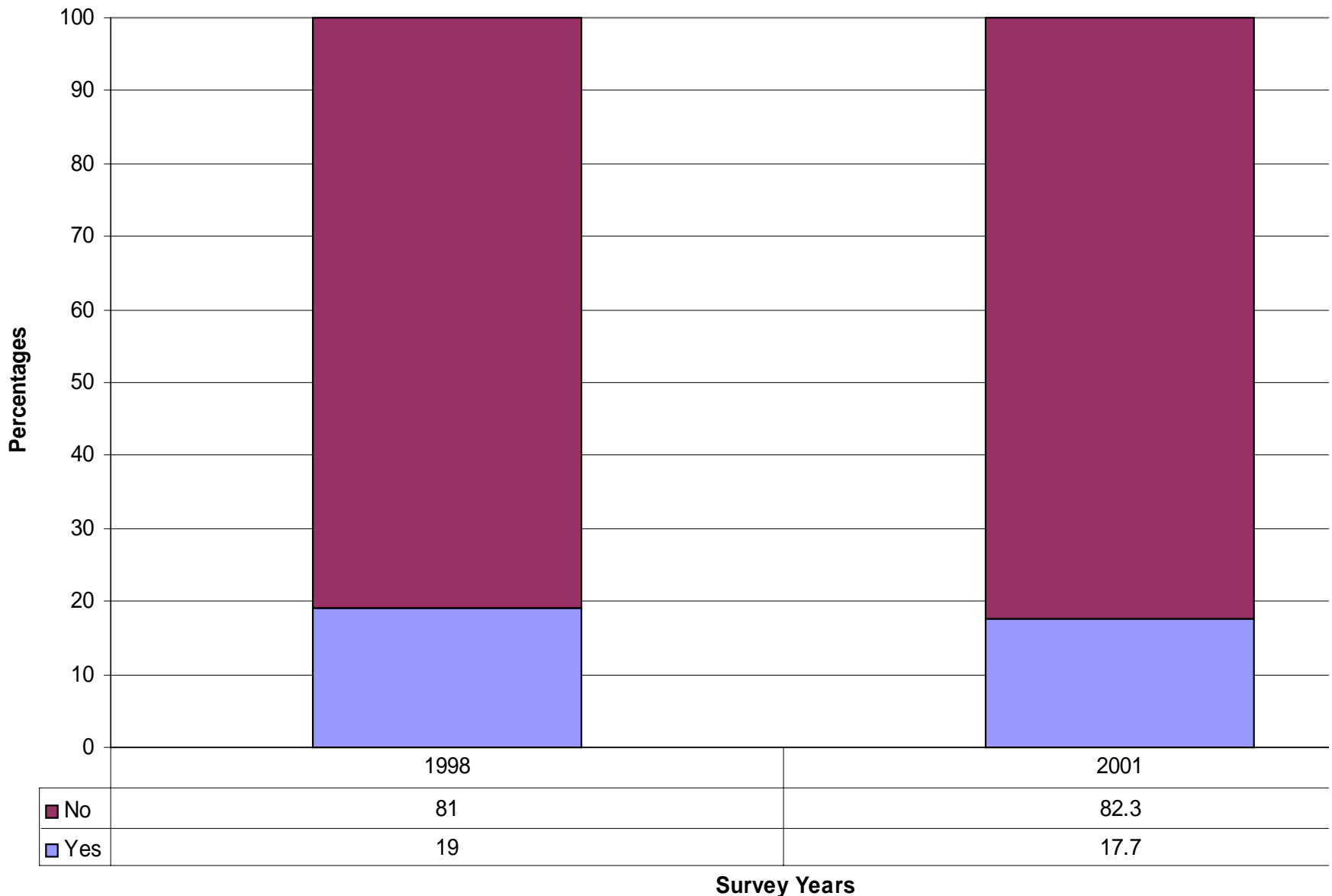
15. Do you feel you have adequate access to the elected Board of Supervisors?



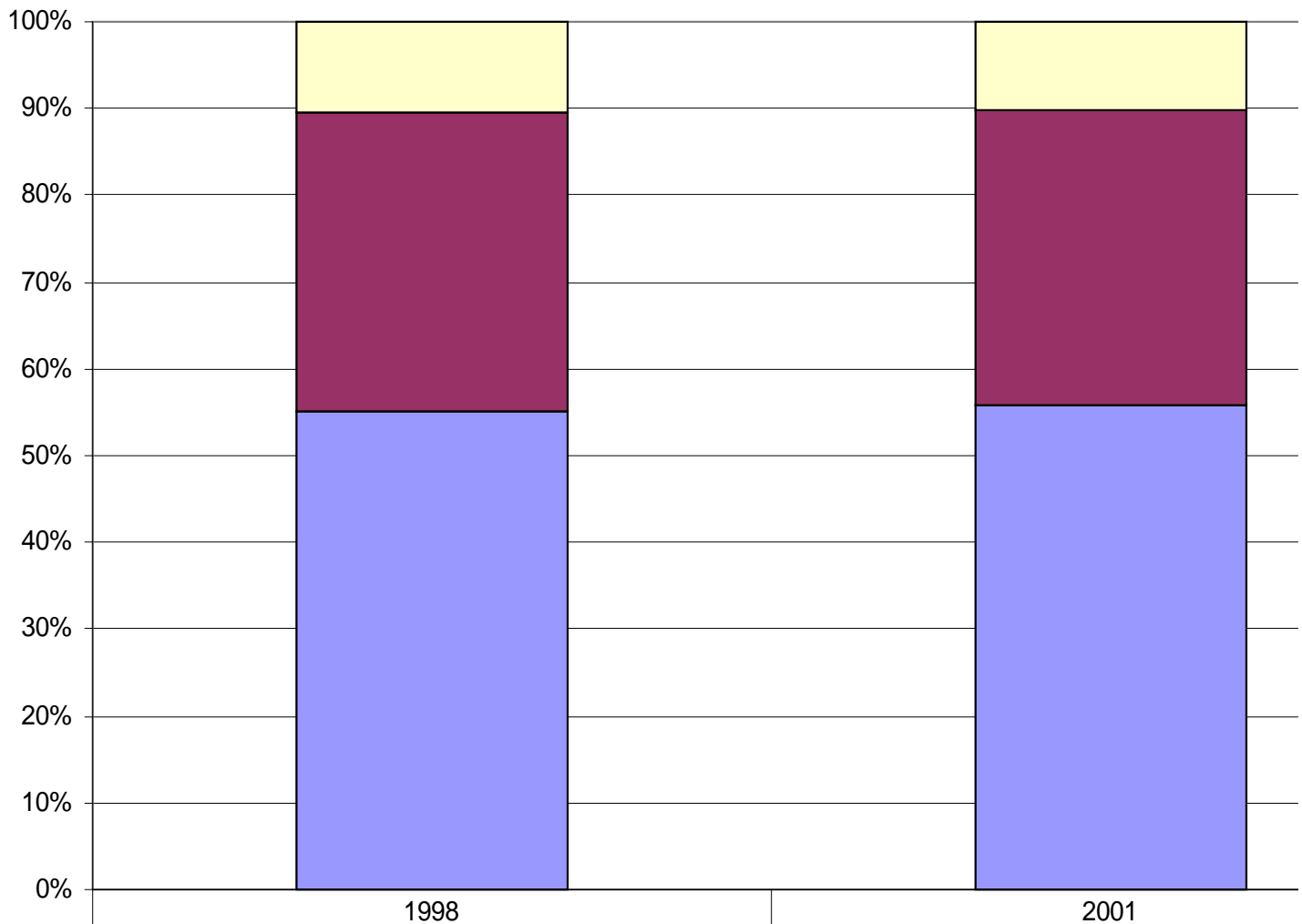
16. Do you know how to contact your elected county officials?



17. Have you attended a Chesterfield County government-sponsored public meeting or hearing over the past year?



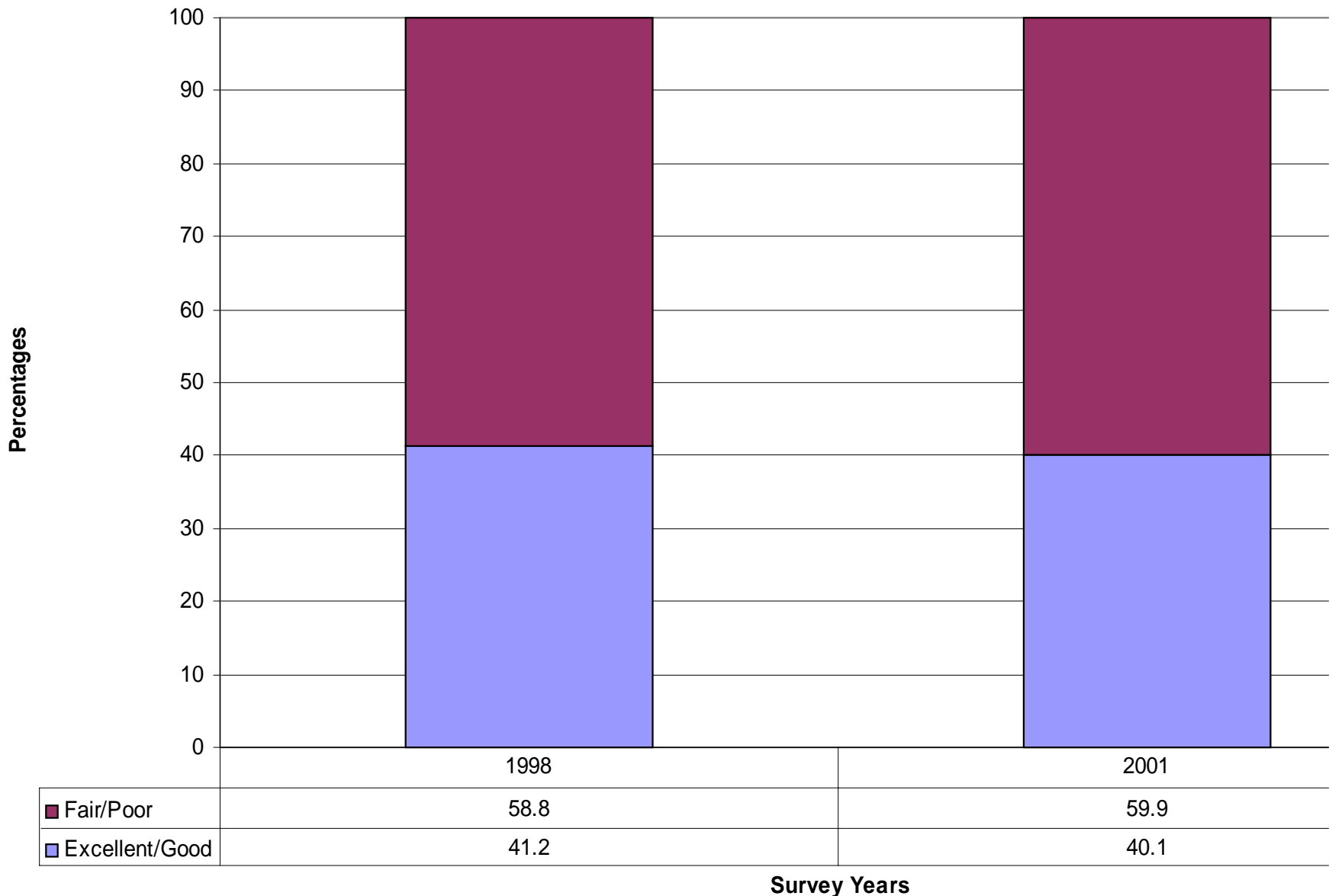
18. How satisfied are you with the management of the county?



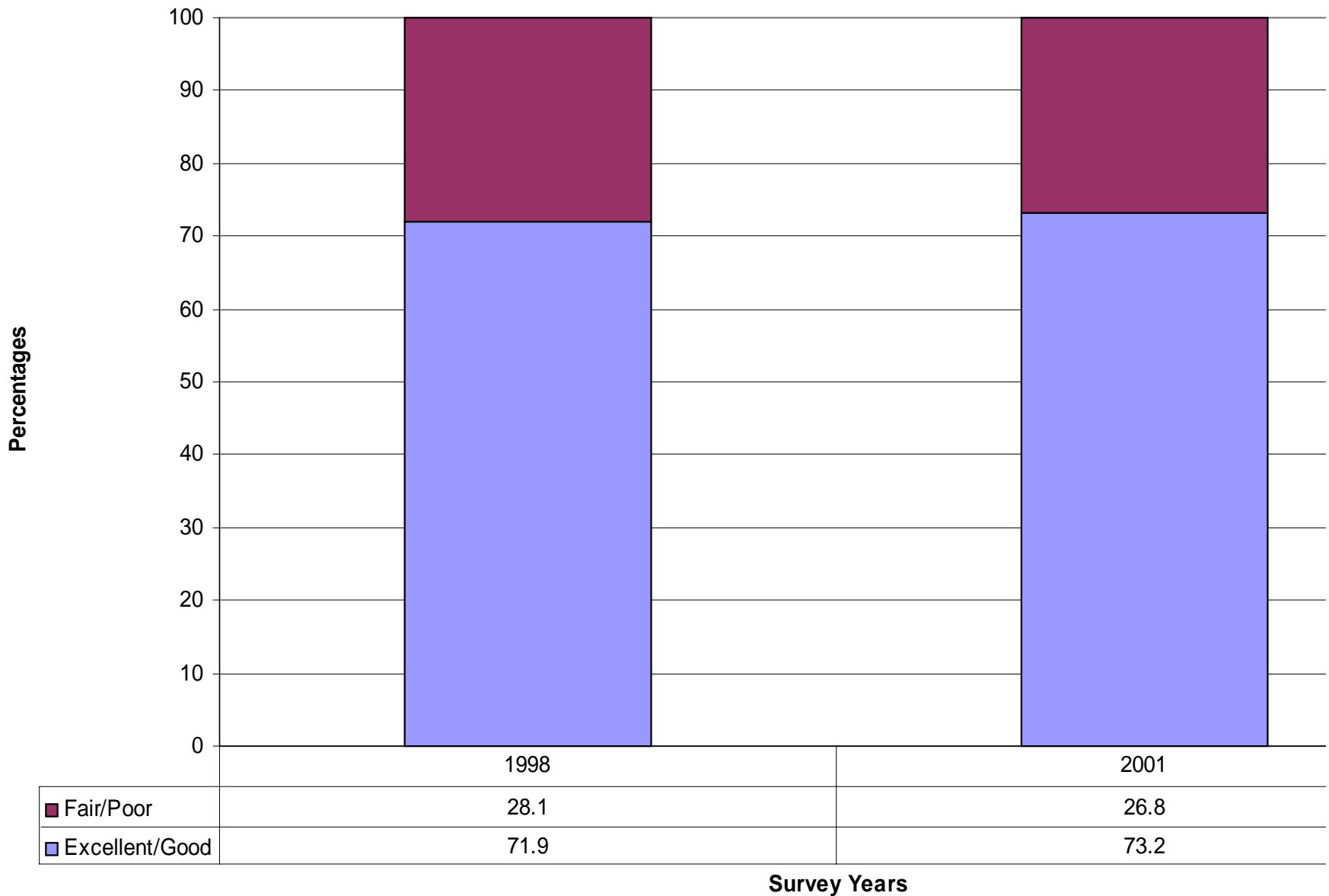
■ Dissatisfied/V dissatisfied
■ Neither
■ Very Satisfied/Satisfied

Ratings

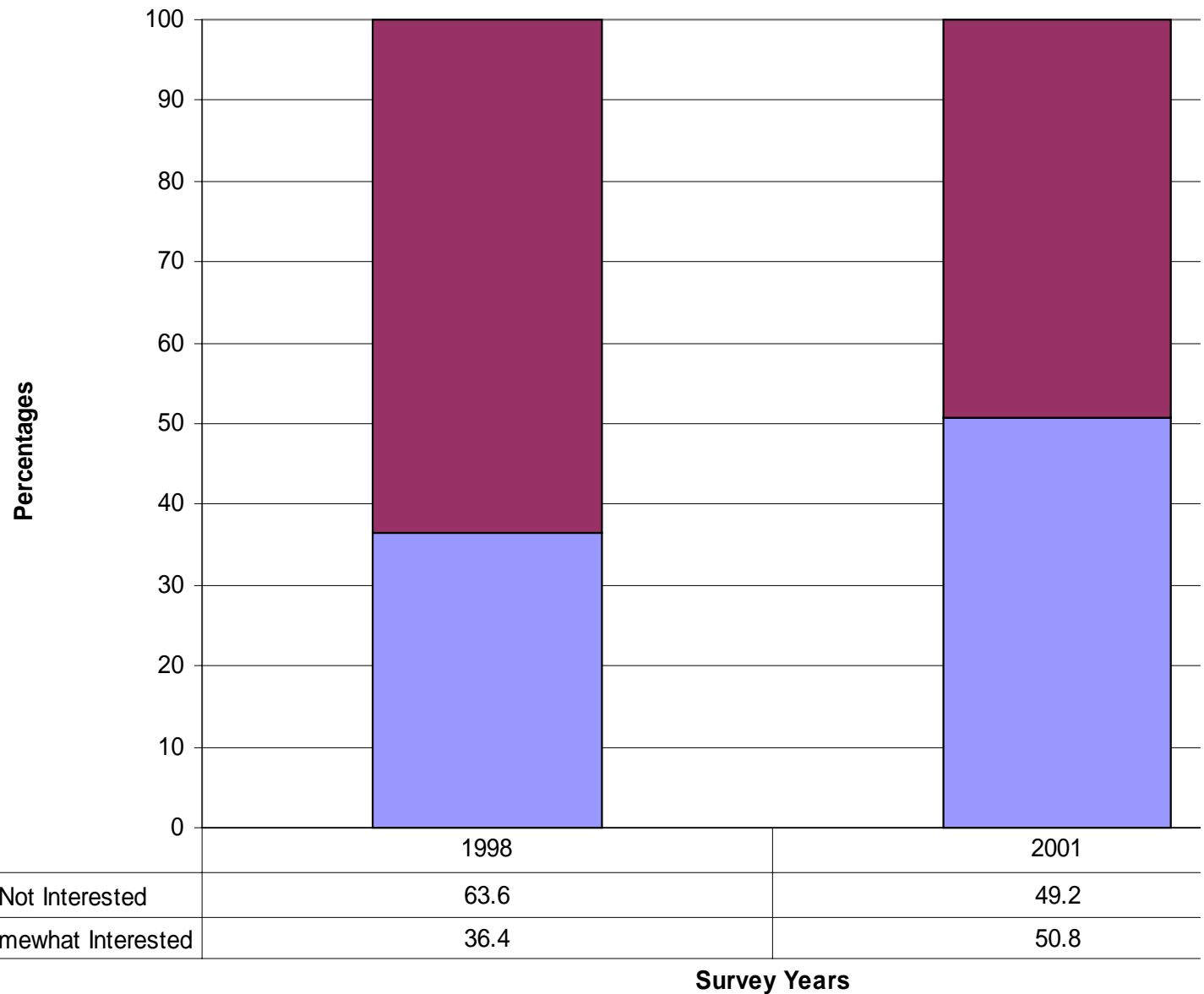
19. How would you rate the Chesterfield County government on making an effort to get citizens' views and opinions before making major decisions that affect the county?



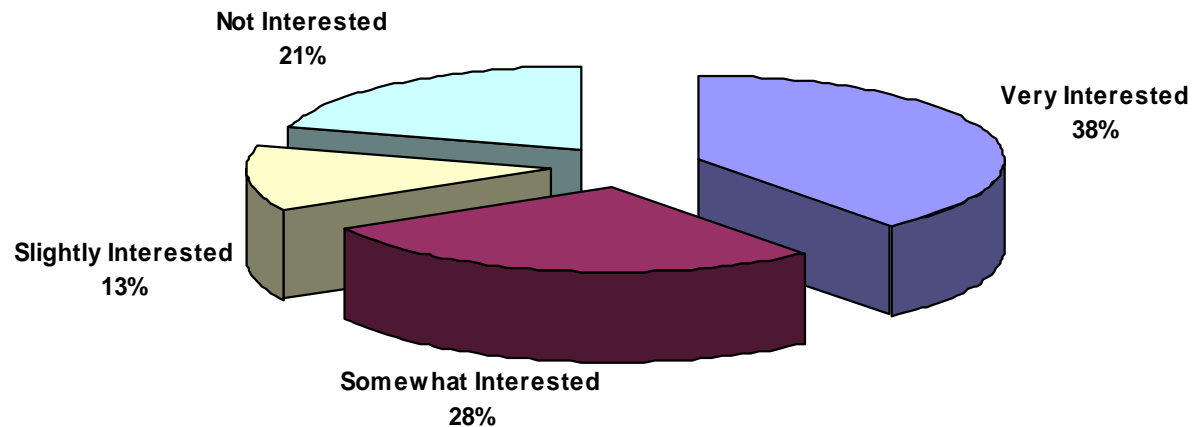
20. How would you rate the Chesterfield County government in regard to providing convenient ways to use county services?



21. How interested would you be in using the internet to conduct business transactions with the county?

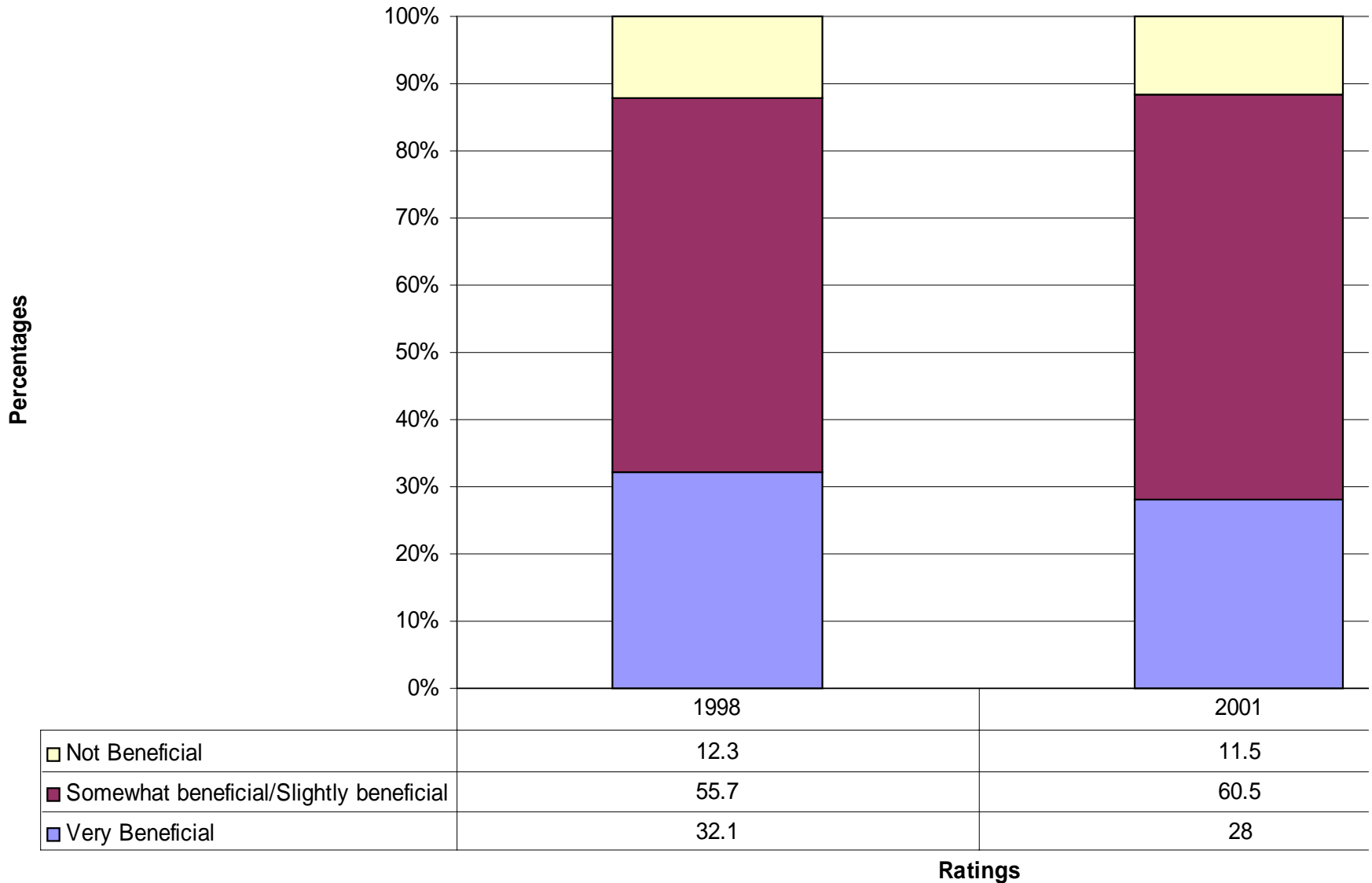


22. How interested would you be in using the internet to access information regarding the county?

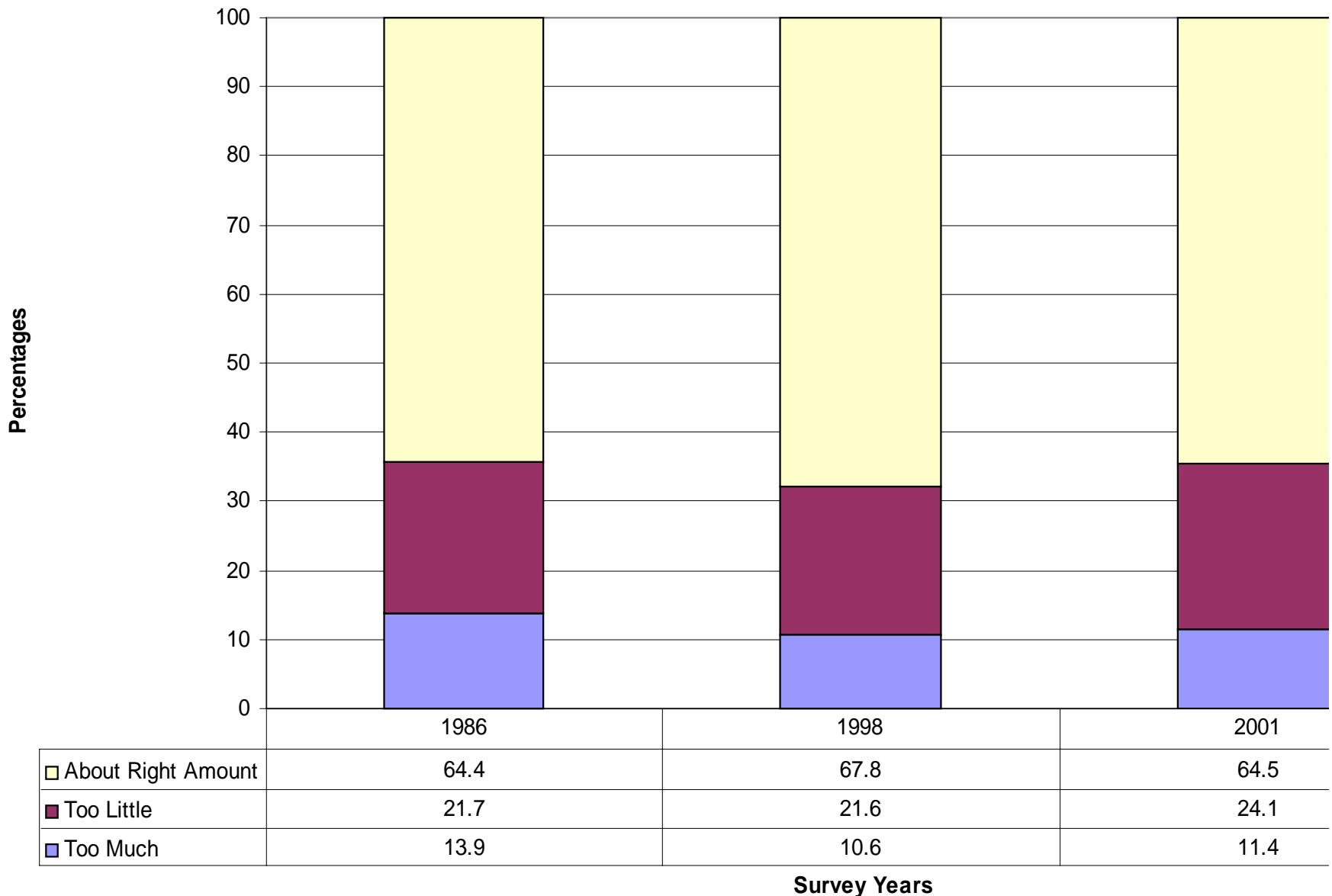


Note; Not measured in 1986 or 1998

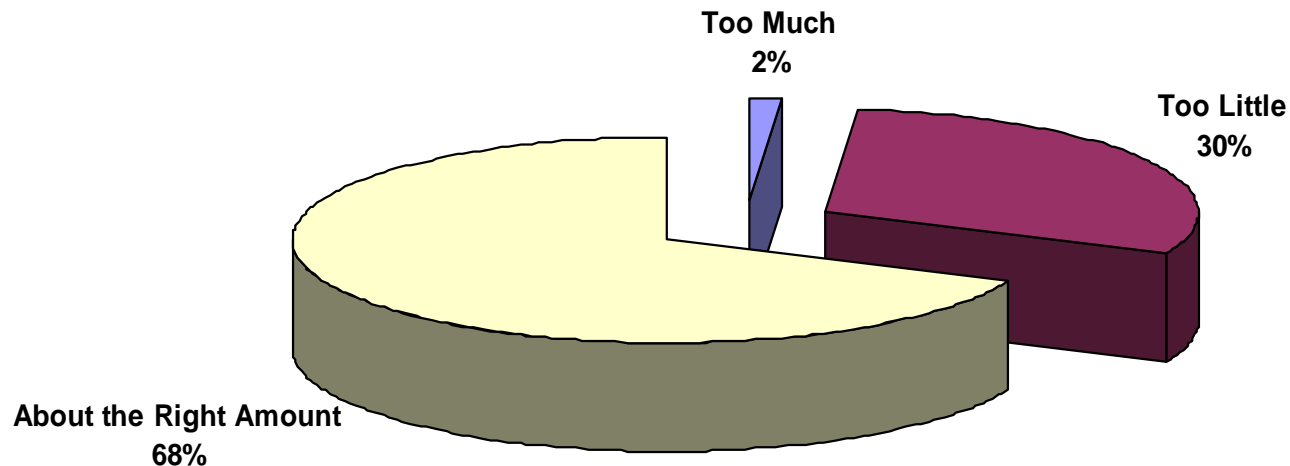
23. Chesterfield County sometimes joins with other counties or cities on regional projects, such as the convention center. How beneficial do you think these partnerships are to Chesterfield County citizens?



24. Do you think the county government is doing too much, too little, or about the right amount to attract new business and industry?

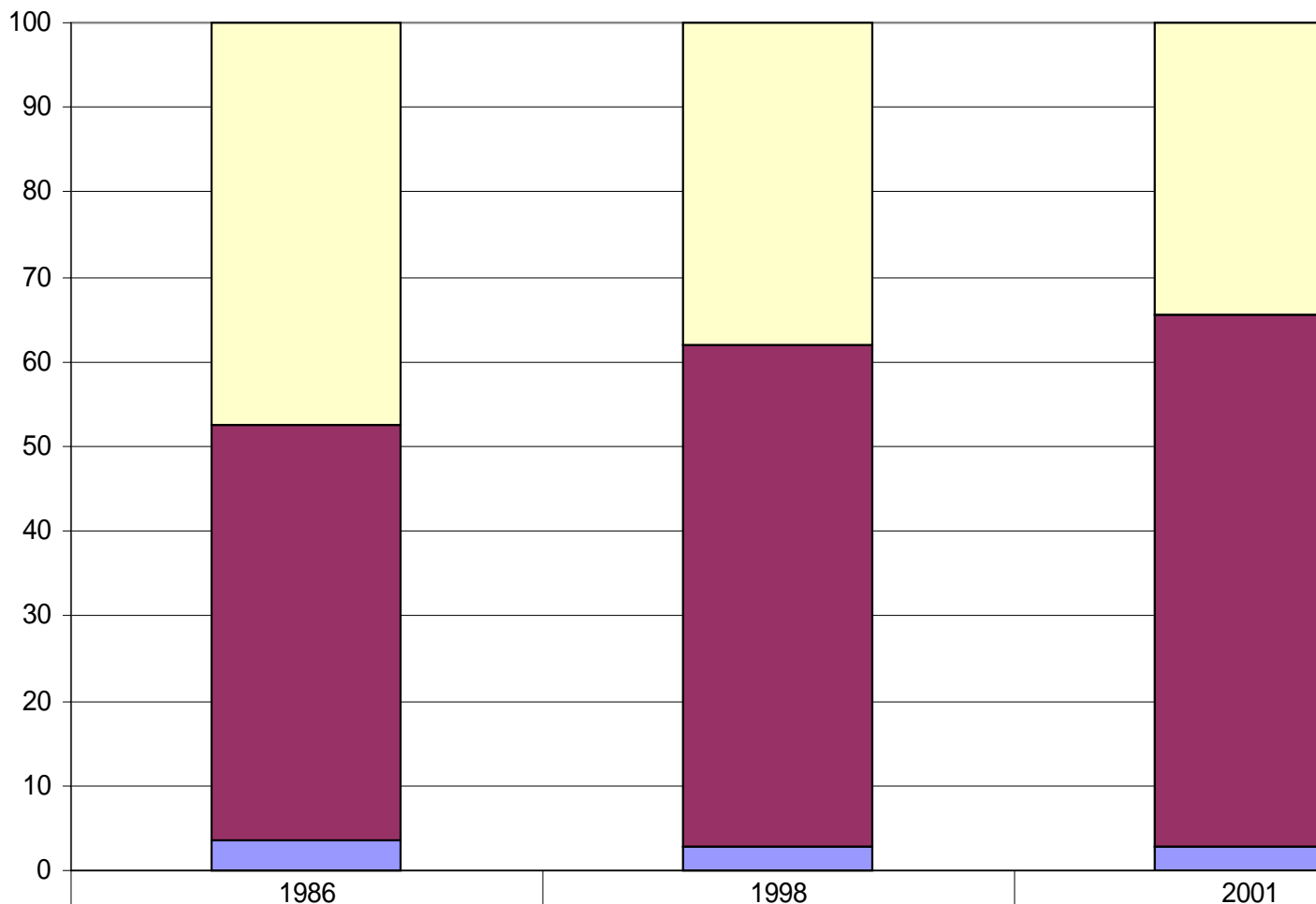


25. Do you think the county is doing too much, too little, or about the right amount to Retain existing business and industry?



Note: Not measured in 1986 or 1998

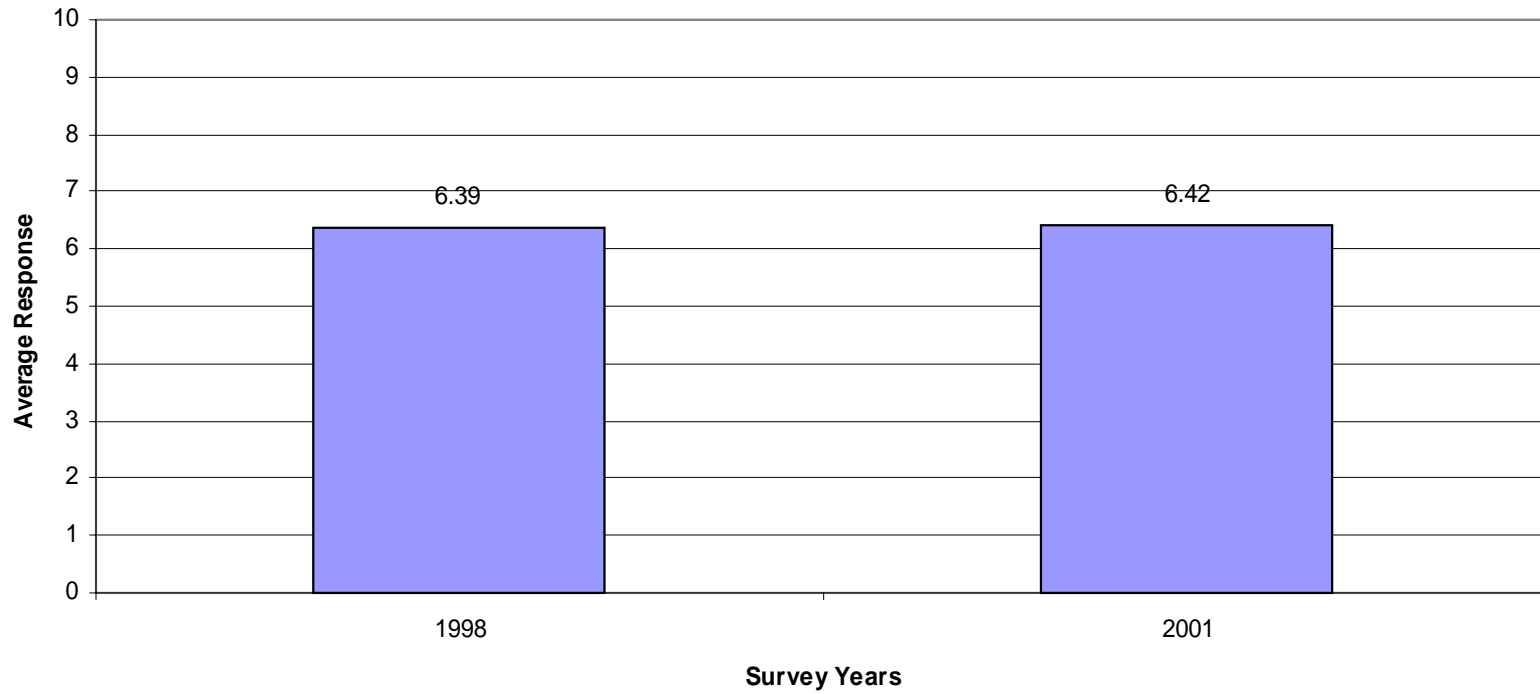
26. Do you think the county government is doing too much, too little, or about the right amount to manage growth?



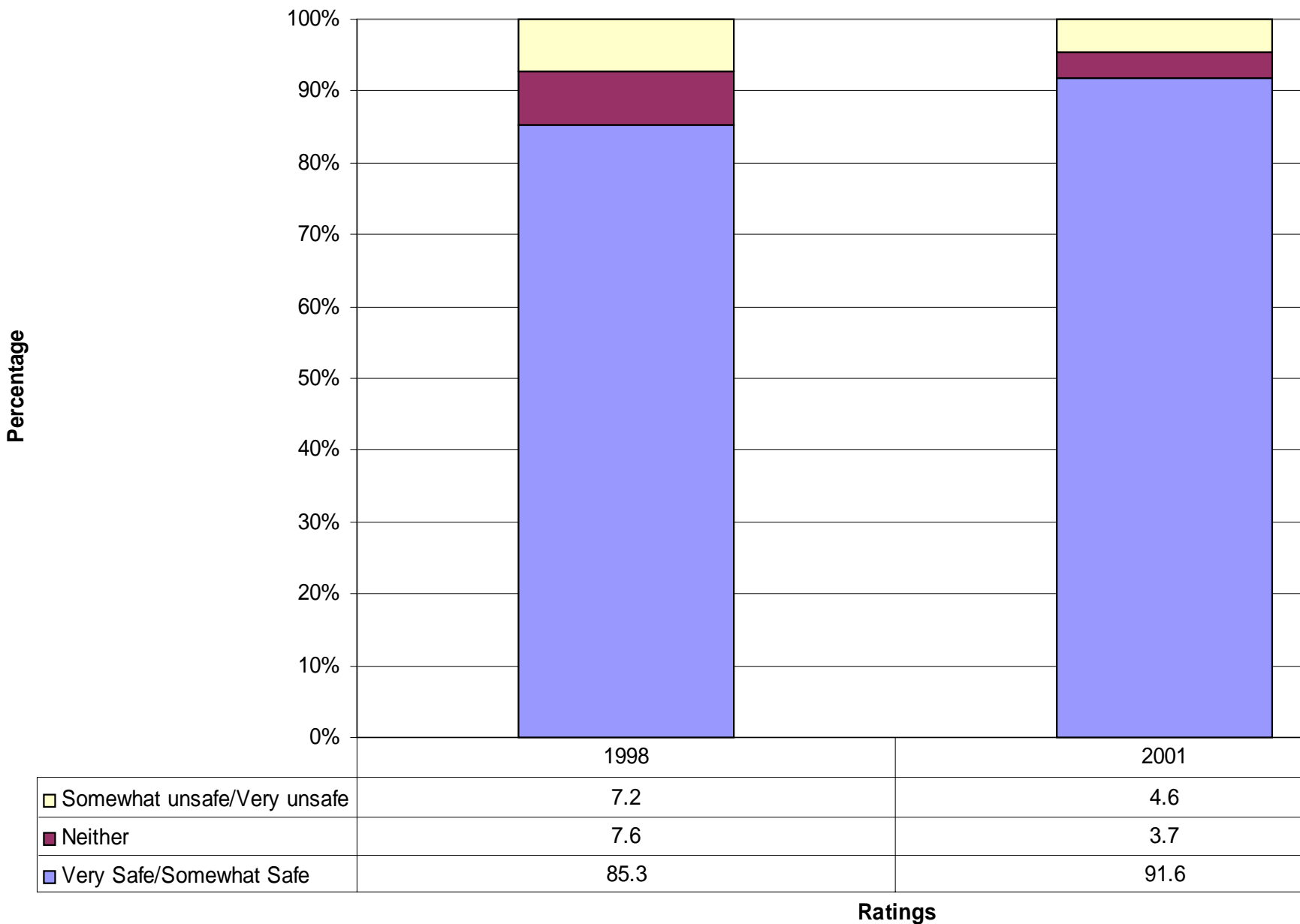
| | | | |
|------------------------------------|------|------|------|
| <div></div> About the Right Amount | 47.4 | 38.2 | 34.3 |
| <div></div> Too Little | 49 | 59.1 | 62.7 |
| <div></div> Too Much | 3.6 | 2.8 | 2.9 |

Survey Years

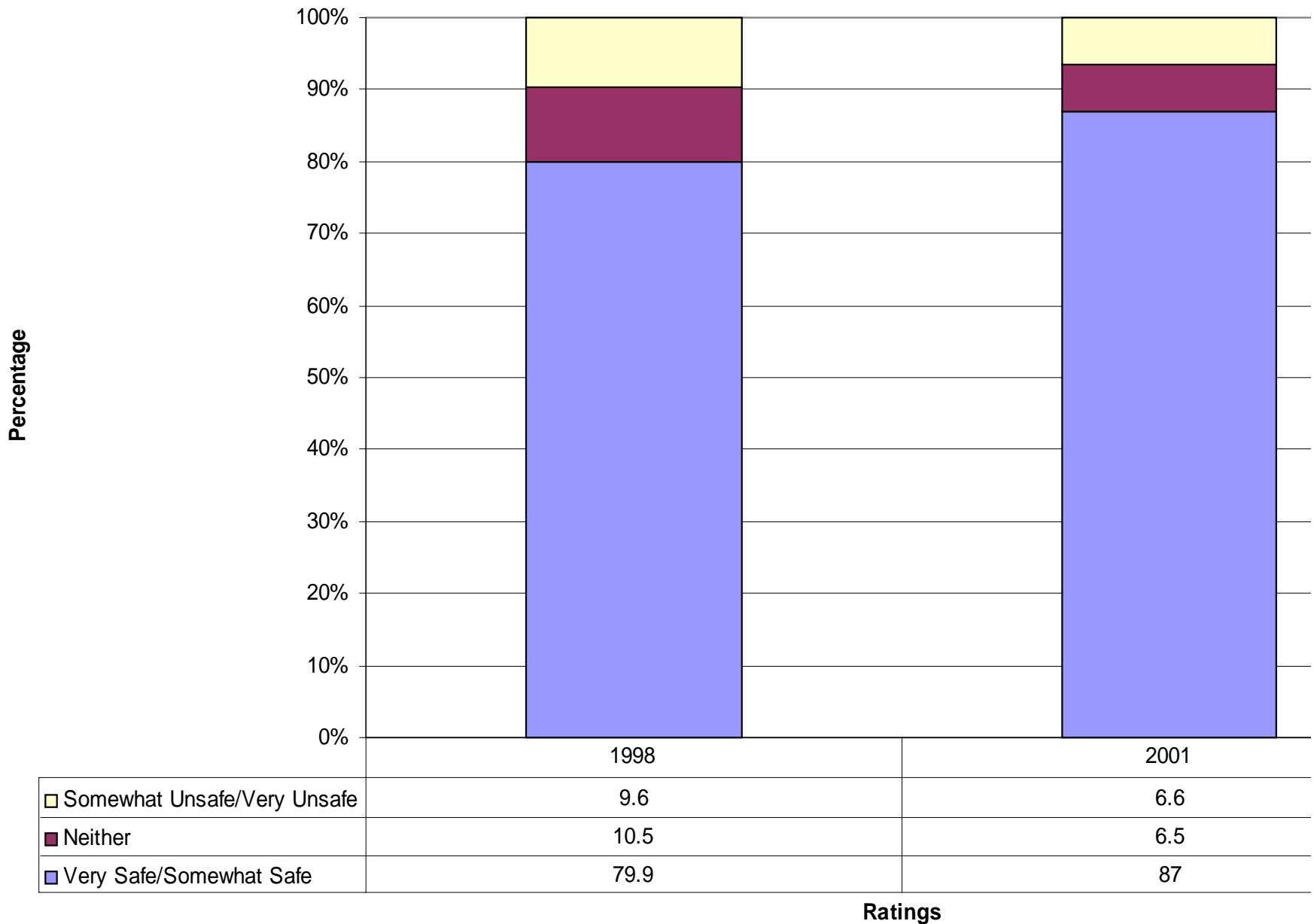
27. On a scale of 1-10 (10 being best), how satisfied are you with the Chesterfield County government?



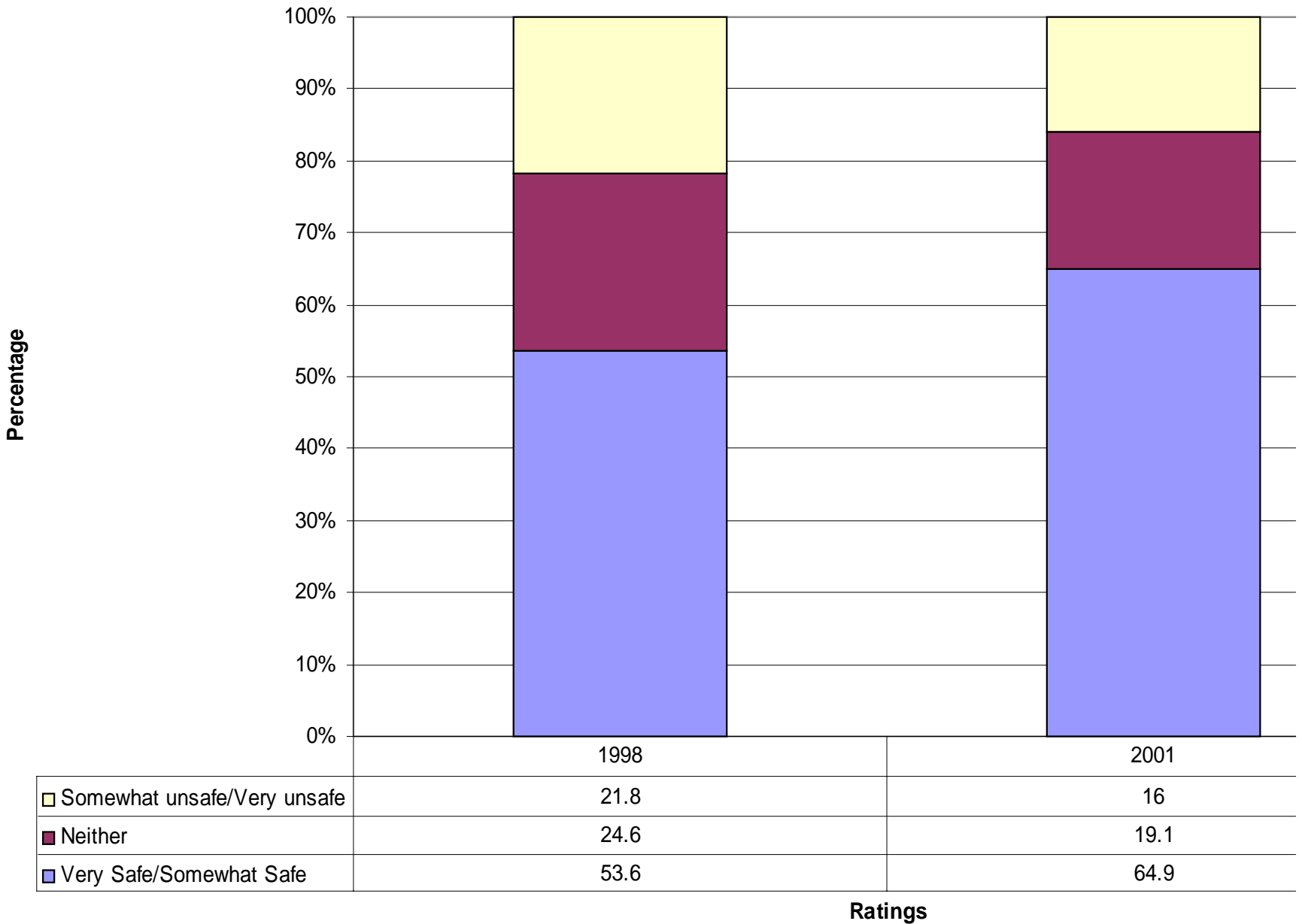
28. How safe do you feel in your home in Chesterfield County?



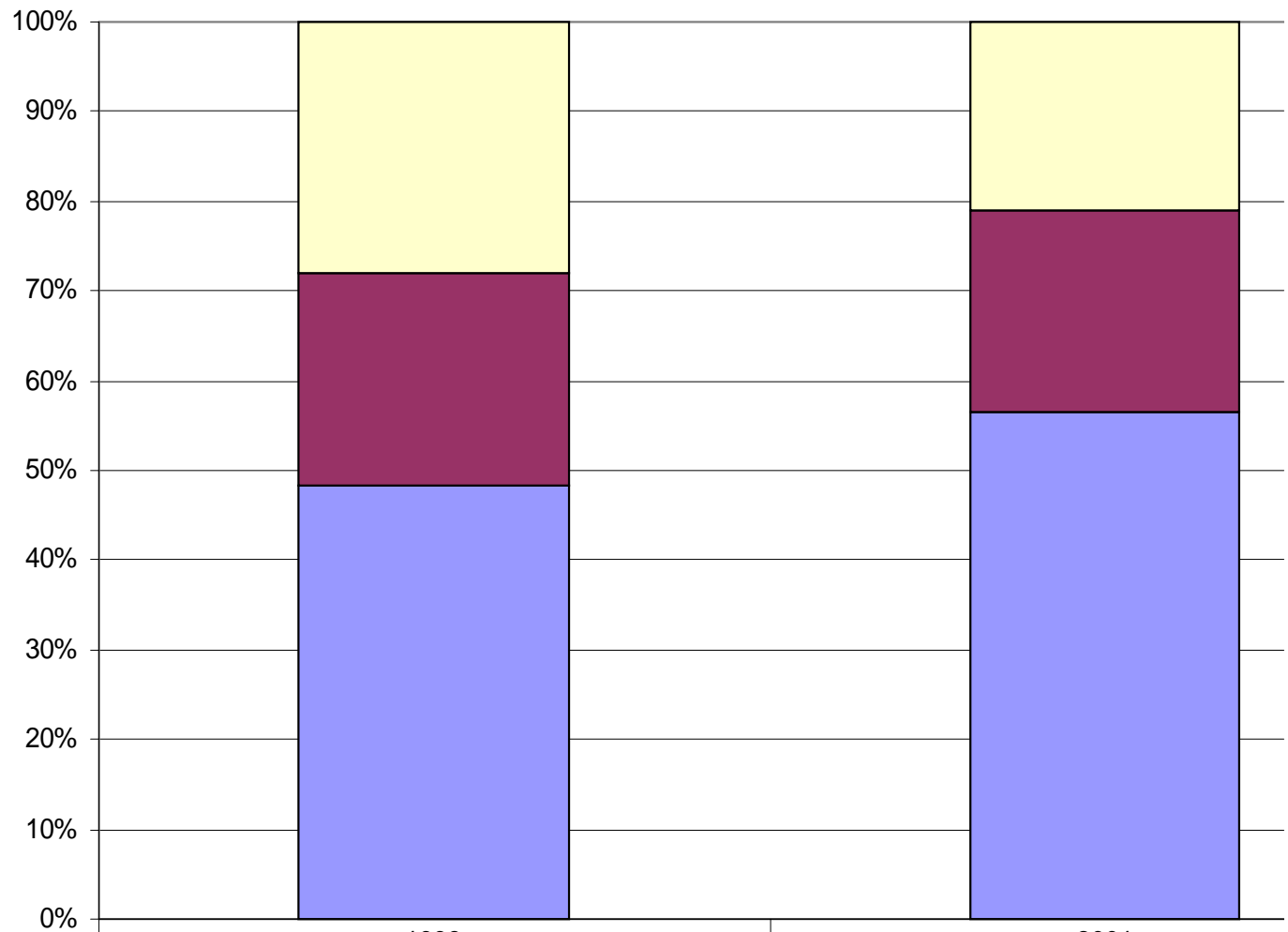
29. How safe do you feel in your neighborhood/community in Chesterfield County?



30. How safe do you feel in Chesterfield County parks?



31. How safe do you feel in Chesterfield County shopping areas?



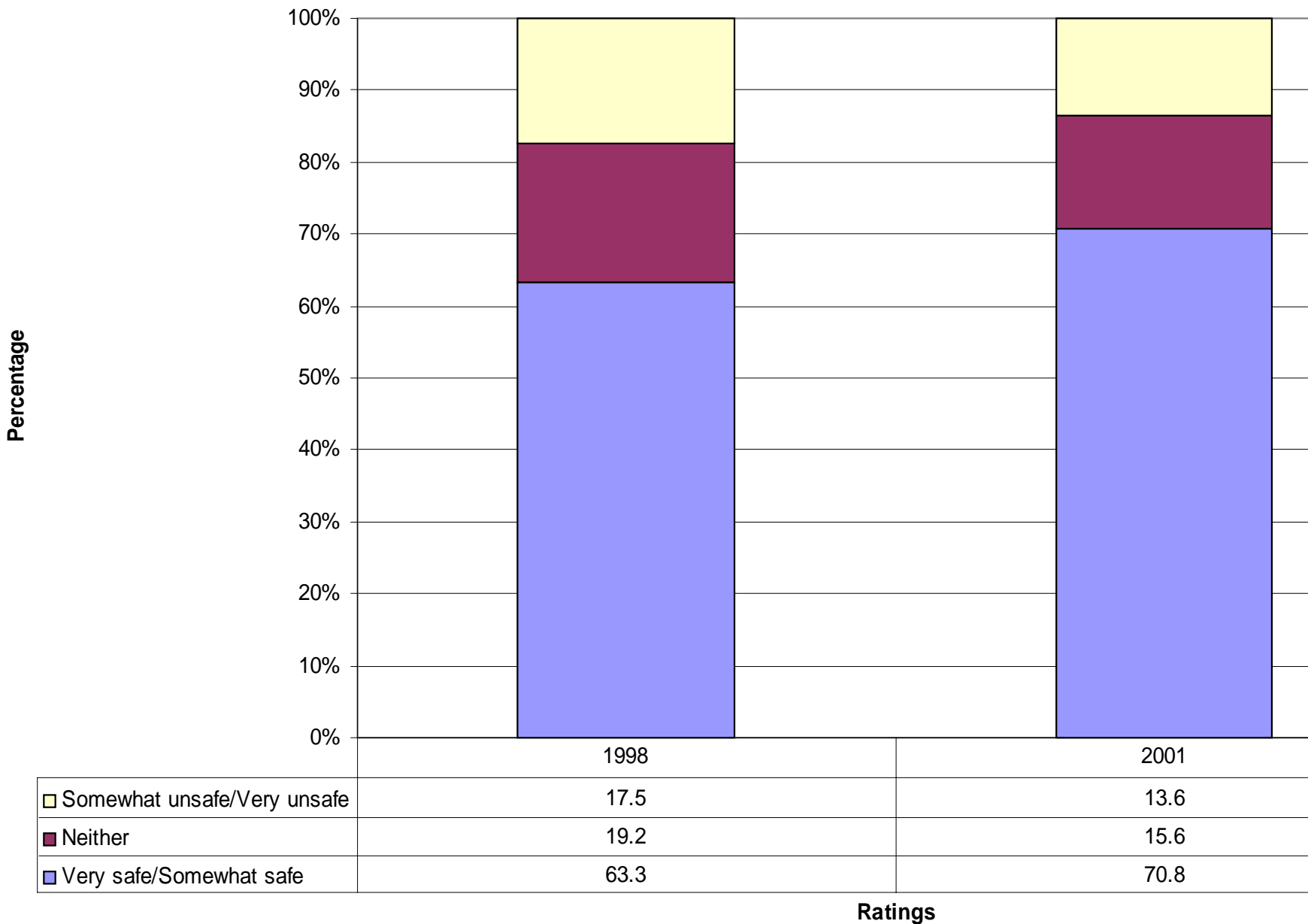
■ Somewhat unsafe/Very unsafe
■ Neither
■ Very Safe/Somewhat Safe

1998

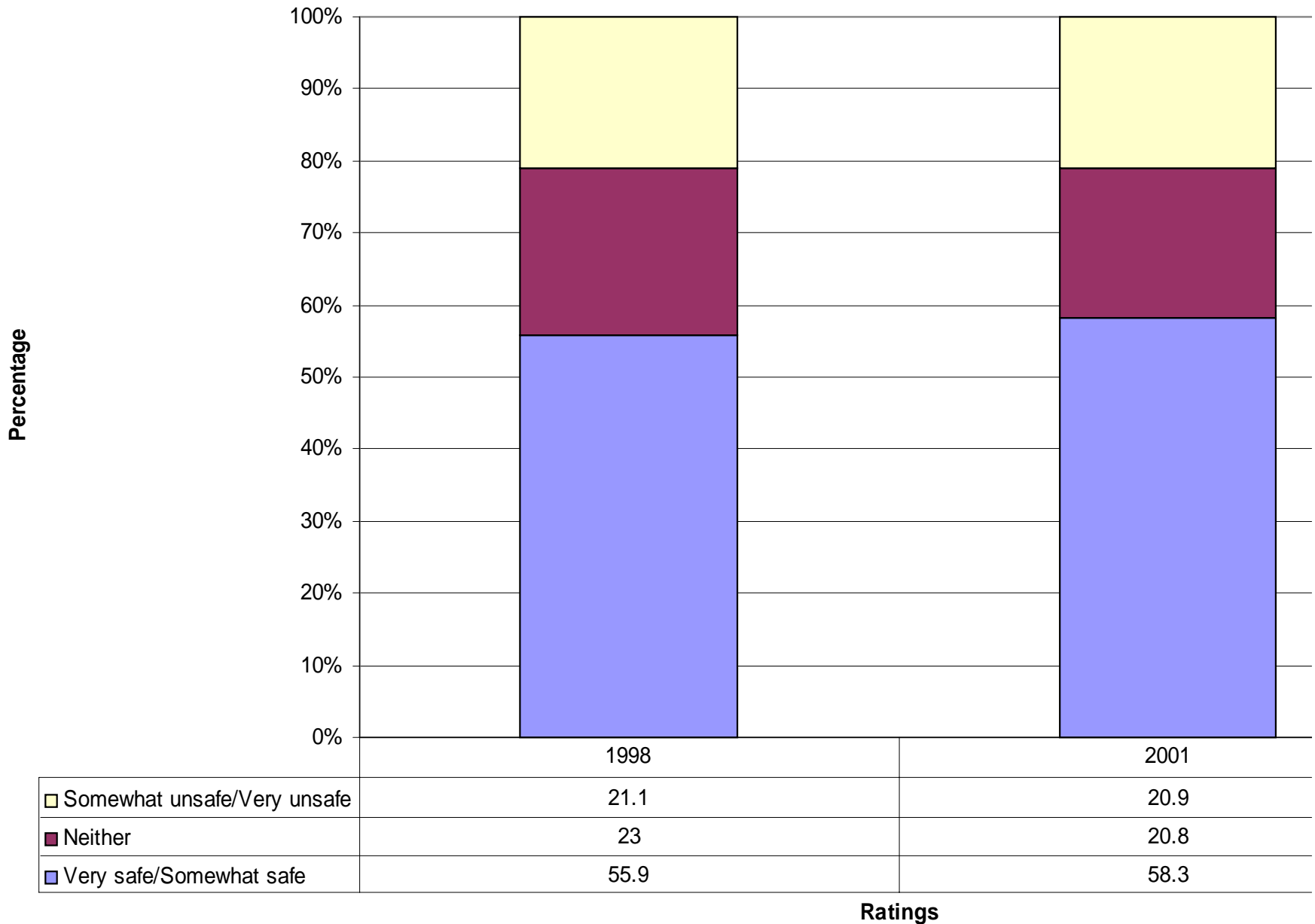
2001

Ratings

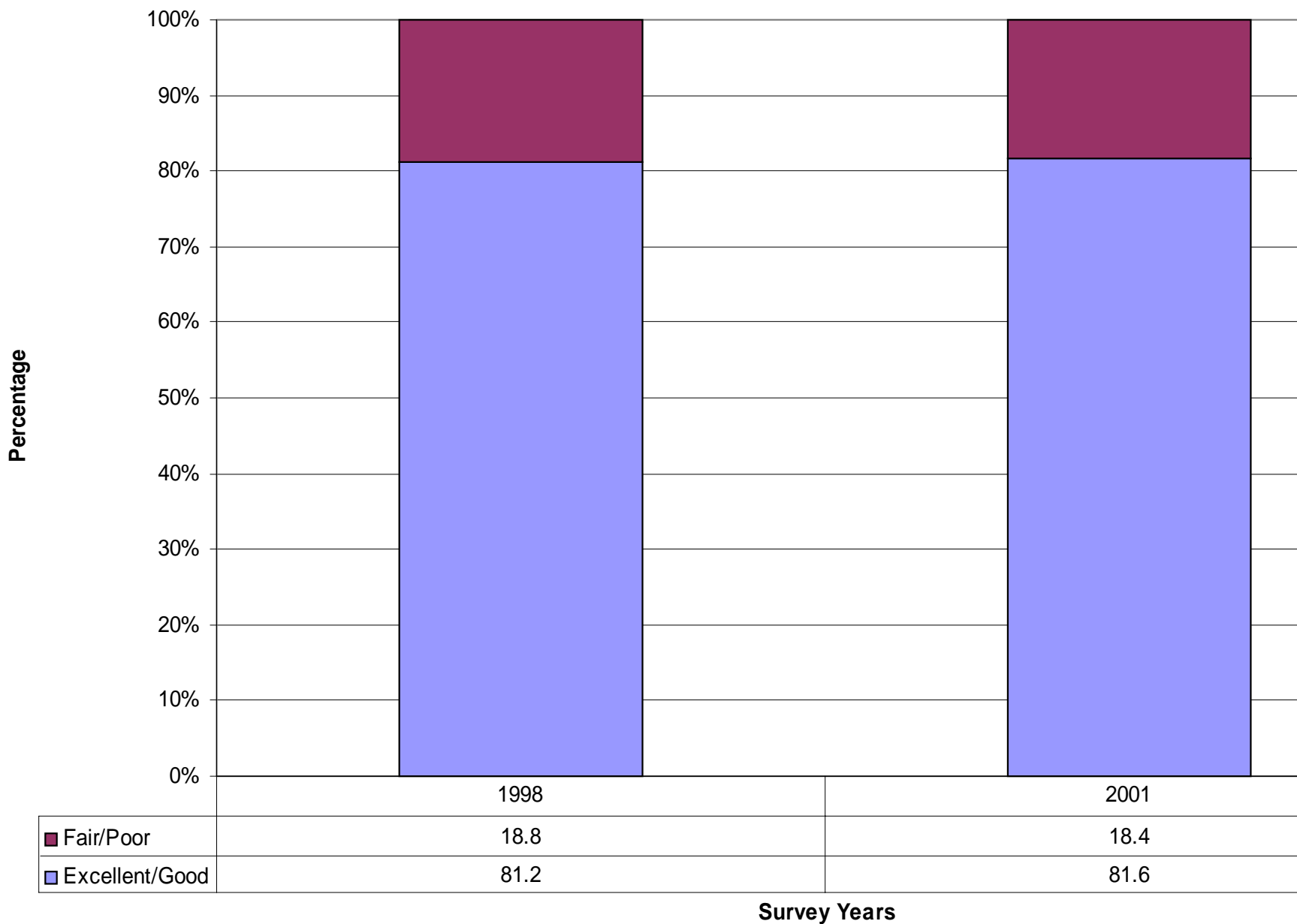
32. How safe do you feel in the Chesterfield County schools?



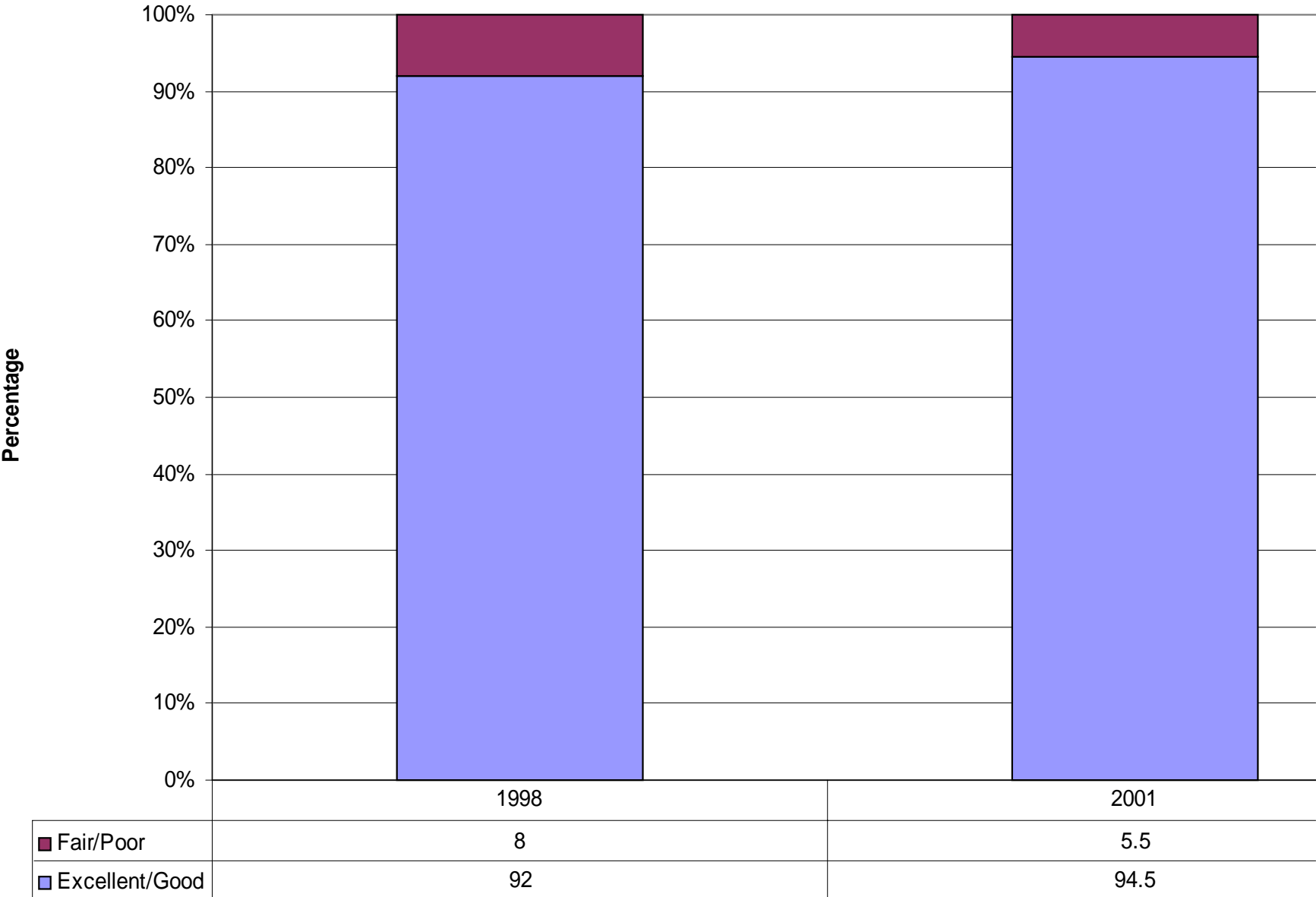
33. How safe do you feel on Chesterfield County roads that you travel on?



34. How would you rate the response time of the Chesterfield County Police Department?

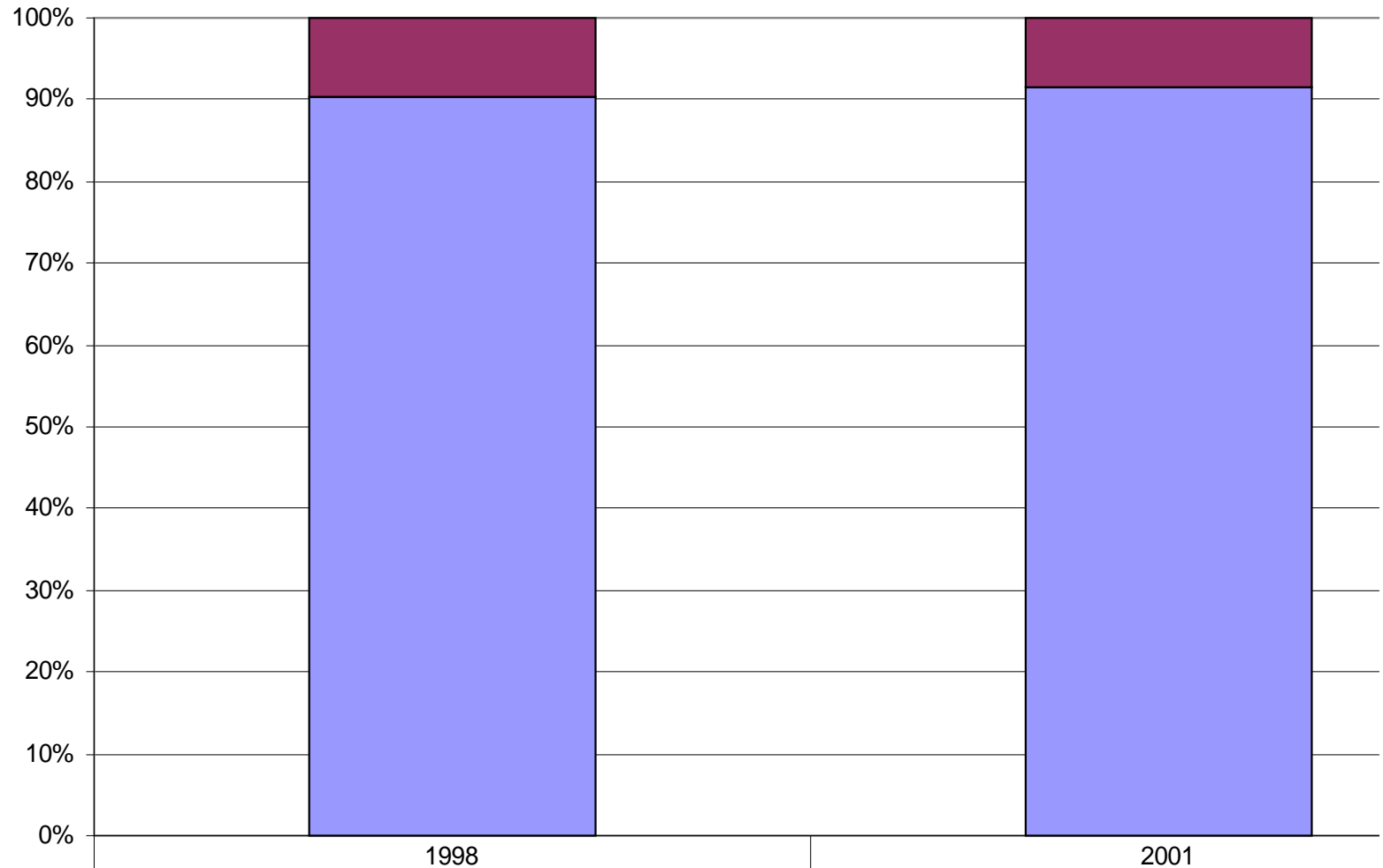


35. How would you rate the response time of the Chesterfield County Fire Department?



Survey Years

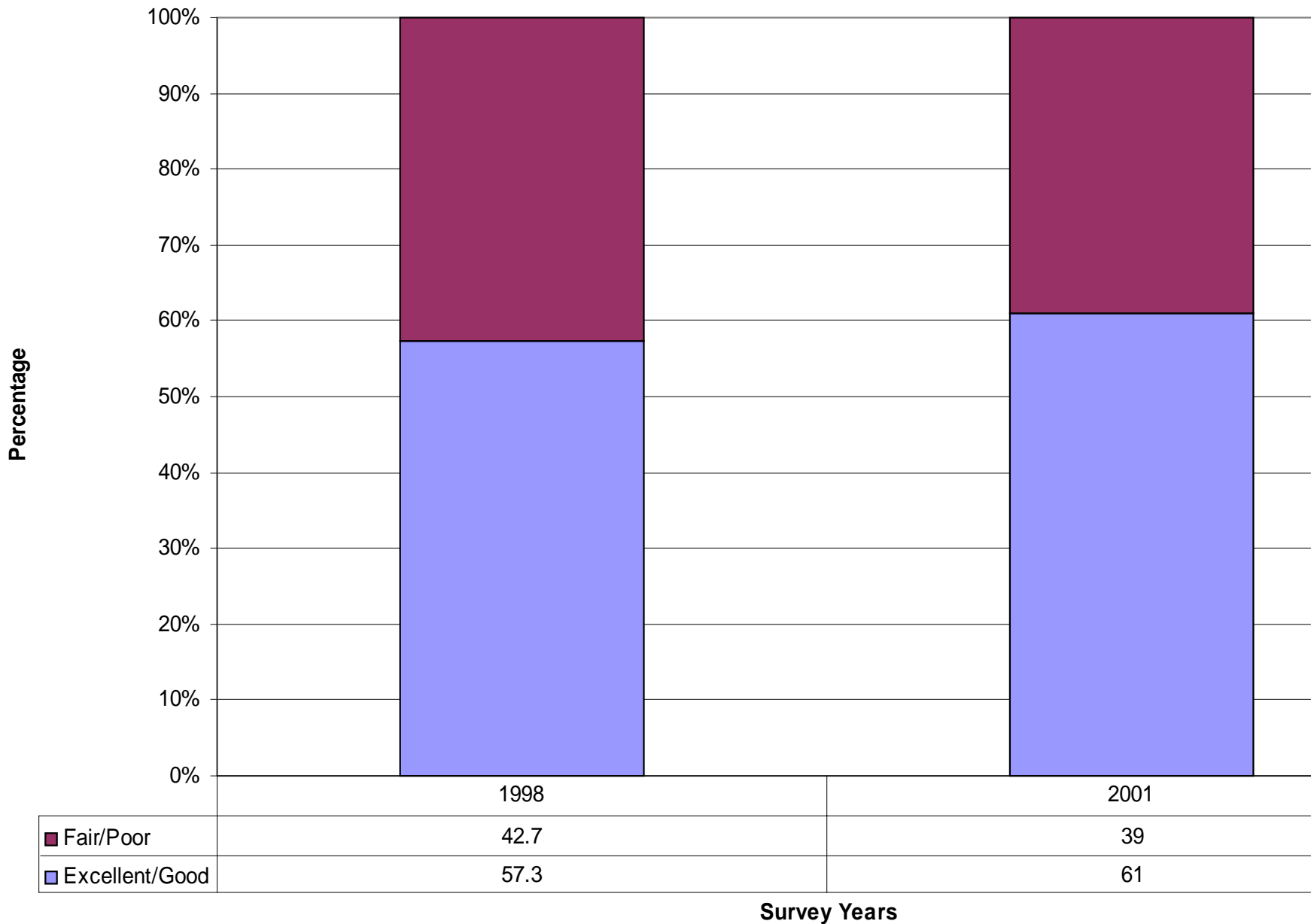
36. How would you rate the response time of Chesterfield County Emergency Medical Services?



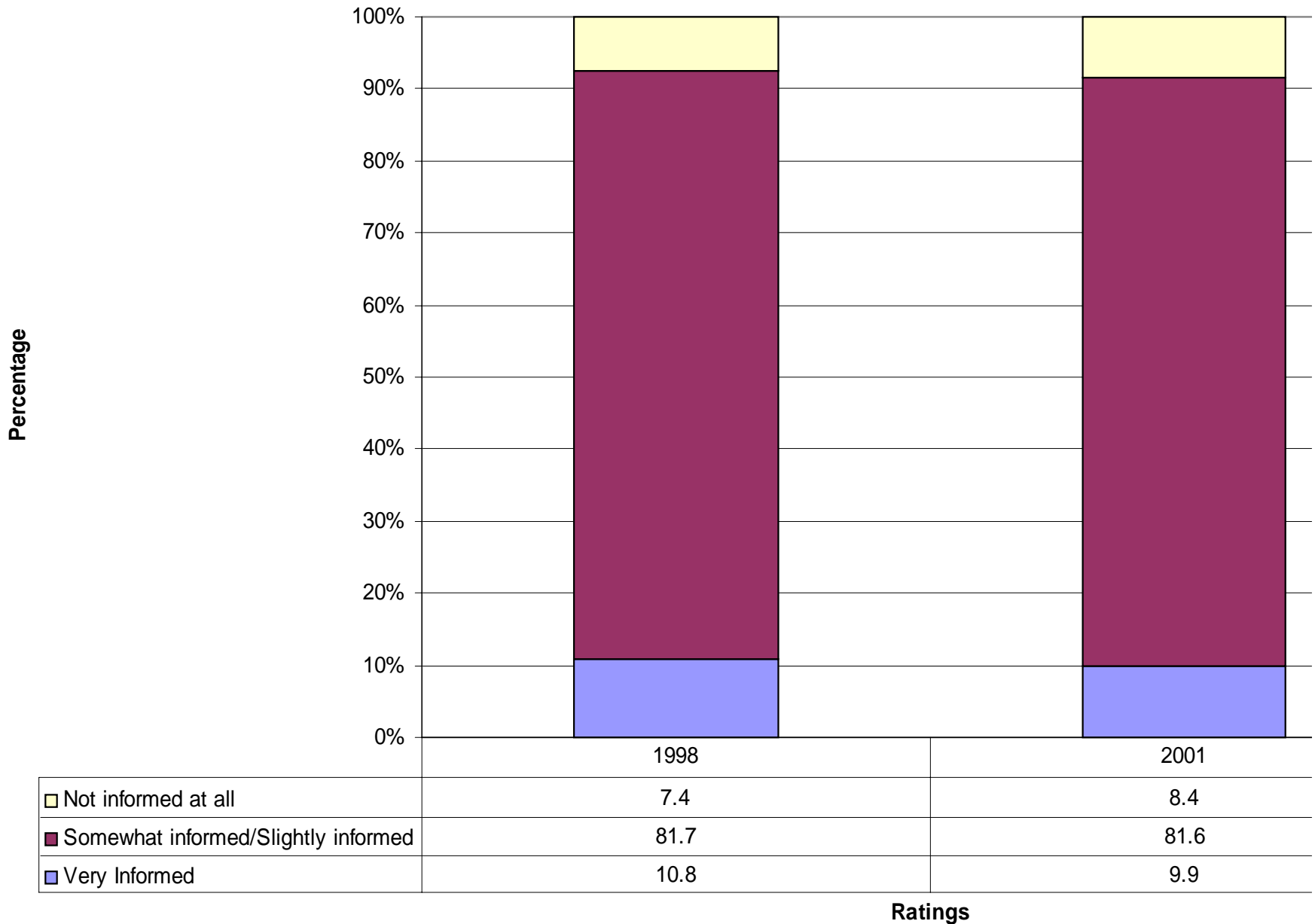
| | | |
|------------------|------|------|
| | 1998 | 2001 |
| ■ Fair/Poor | 9.7 | 8.4 |
| ■ Excellent/Good | 90.3 | 91.6 |

Survey Years

37. How would you rate the adequacy of the county's crime prevention programs?



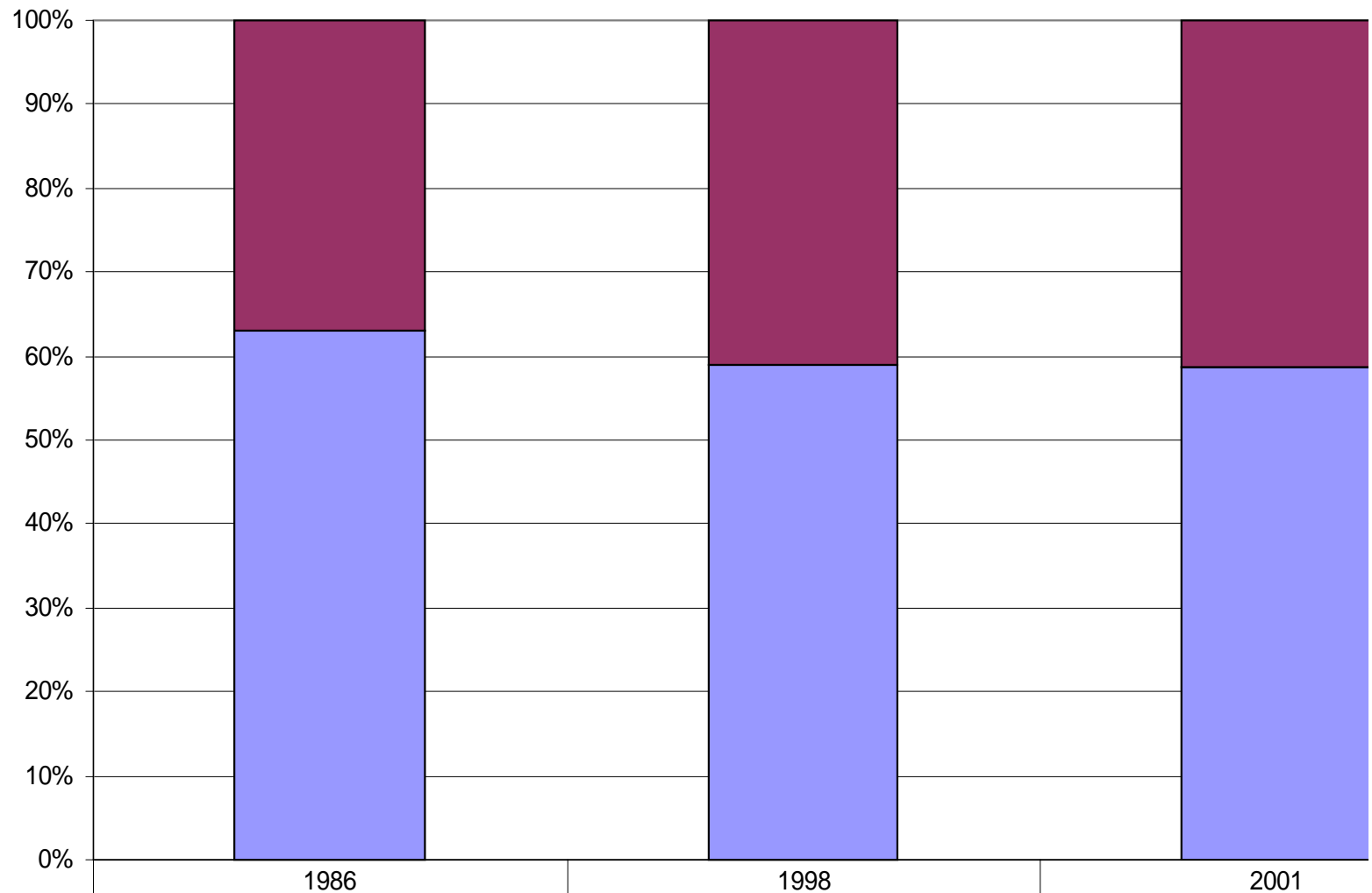
38. How informed are you about county services and county matters that affect you?



39. Top Sources of Information about Chesterfield County

| 1986 | 1998 | 2001 |
|------------------------|-------------------|-------------------|
| 1. Richmond Newspapers | Local Newspapers | Local Newspapers |
| 2. Local Television | Local Television | Local Television |
| 3. County Newspapers | Mailings | Mailings |
| 4. Radio | Community Shopper | Community Shopper |
| 5. Friends | Cable TV | Cable TV |

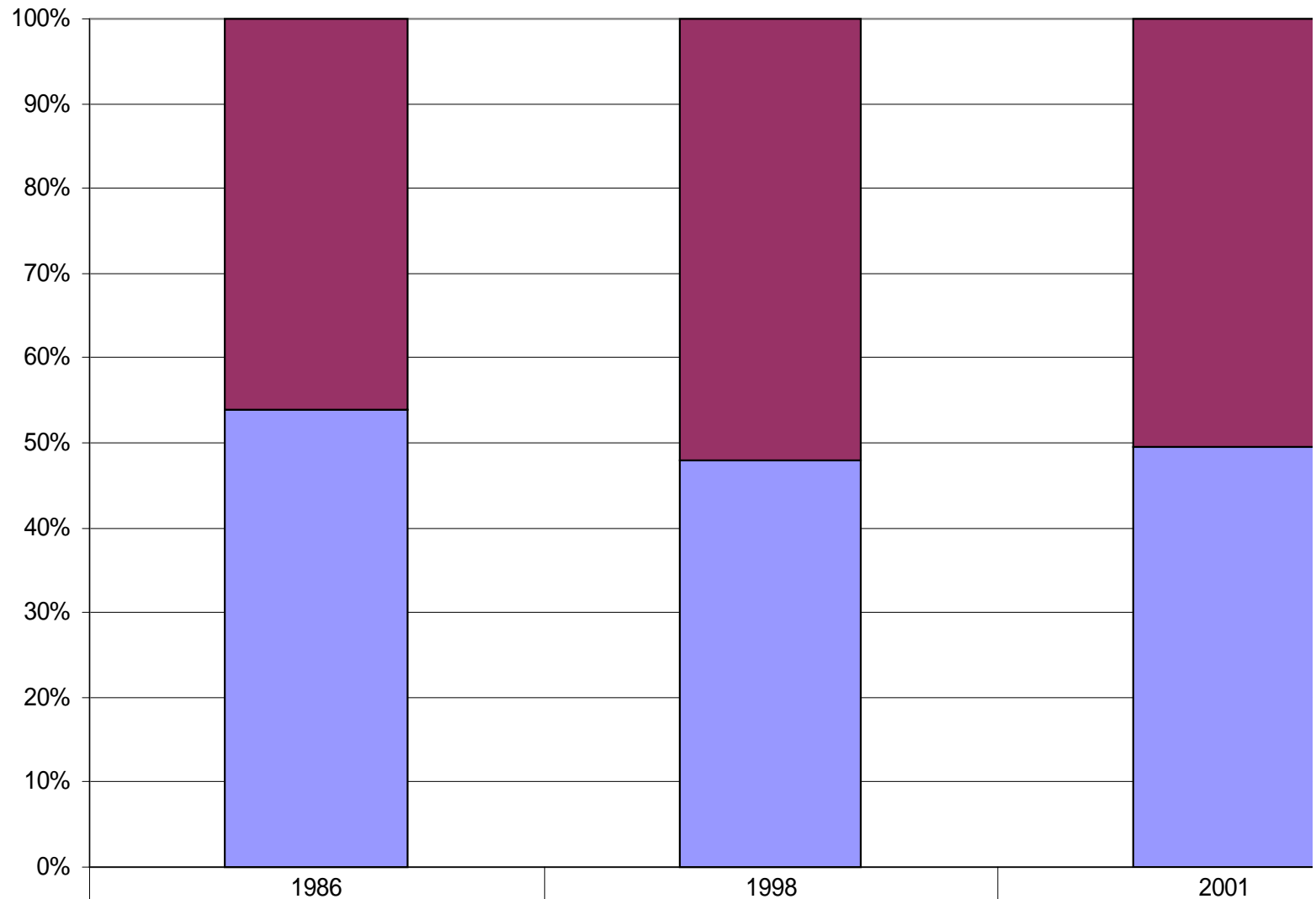
40a. How would you rate the county's Mental Health/Mental retardation/Substance abuse services?



| | | | |
|----------------|----|------|------|
| Fair/Poor | 37 | 41.1 | 41.4 |
| Excellent/Good | 63 | 58.9 | 58.6 |

Survey Years

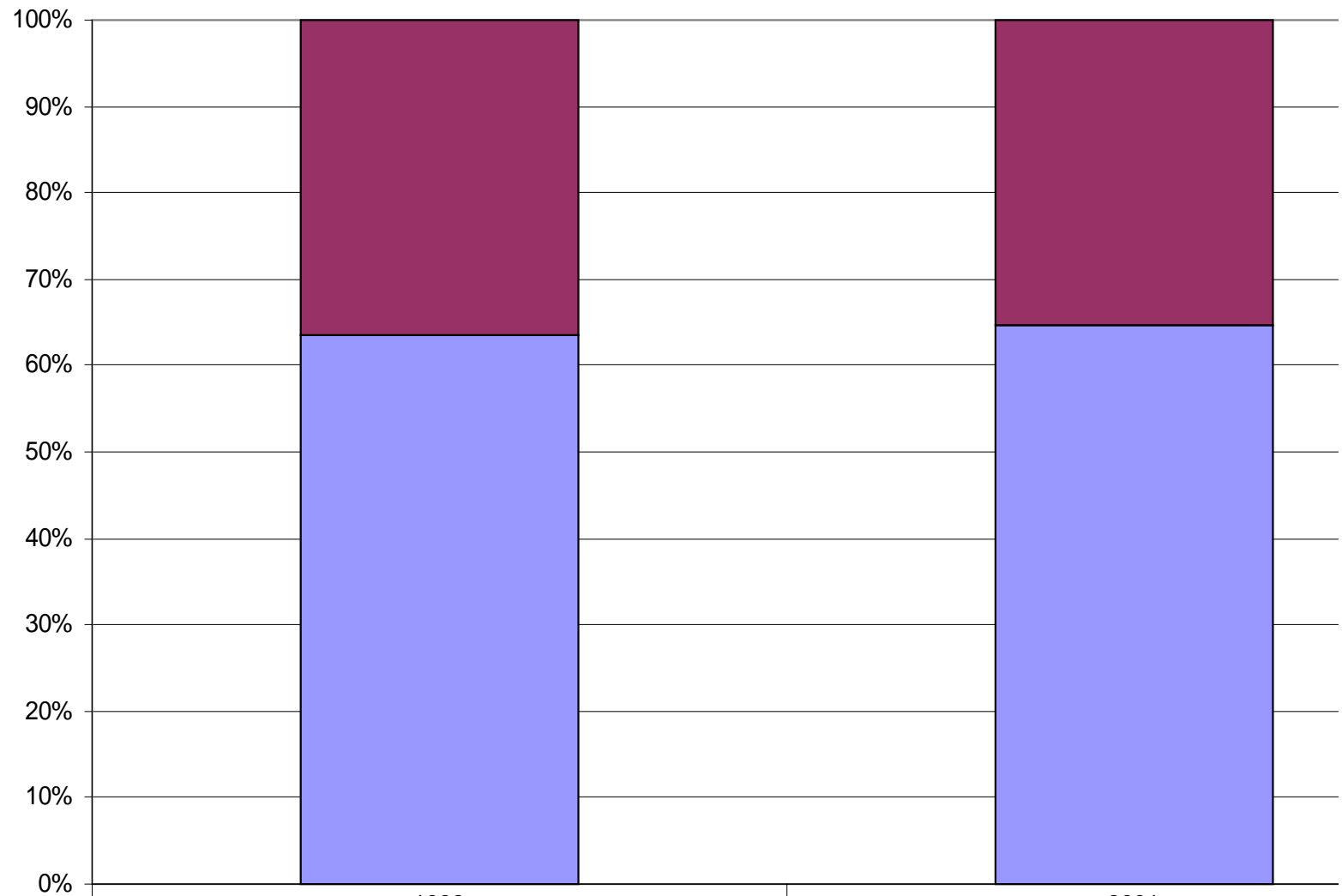
40b. How would you rate the county's Social Services?



| | | | |
|----------------|----|------|------|
| Fair/Poor | 46 | 52.1 | 50.5 |
| Excellent/Good | 54 | 47.9 | 49.5 |

Survey Years

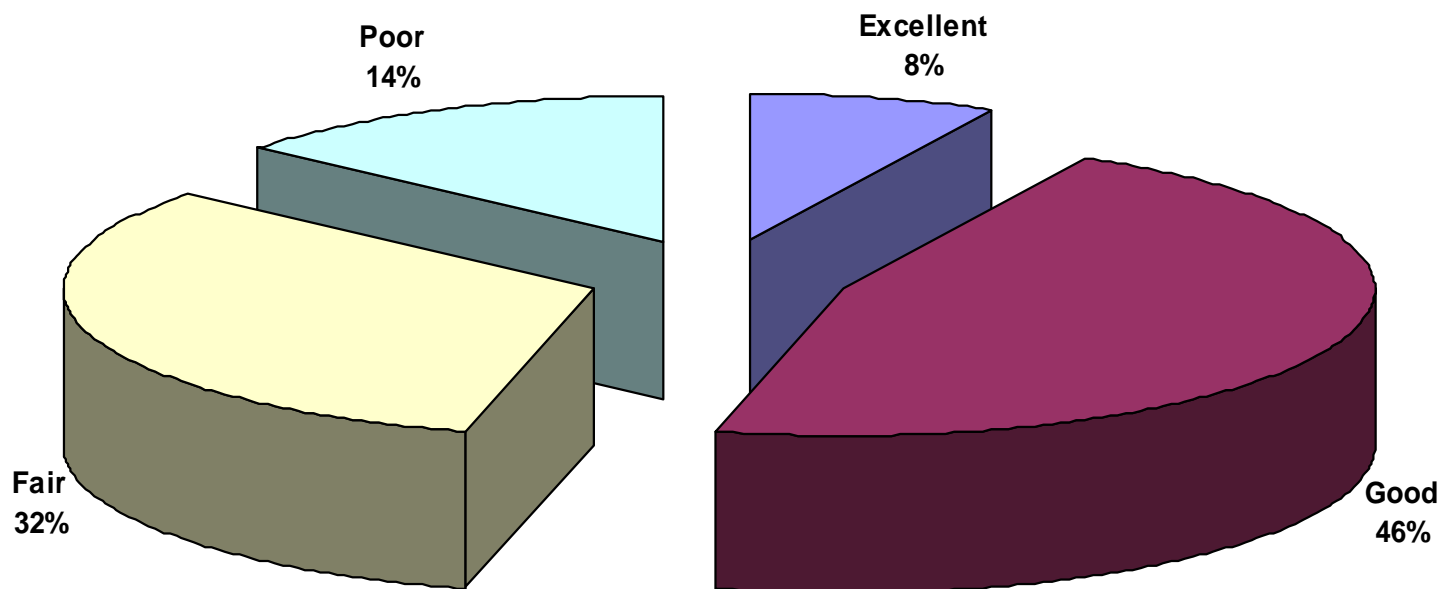
40c1. How would you rate the county's Health information and Medical services?



| | | |
|----------------|------|------|
| Fair/Poor | 36.5 | 35.3 |
| Excellent/Good | 63.5 | 64.7 |

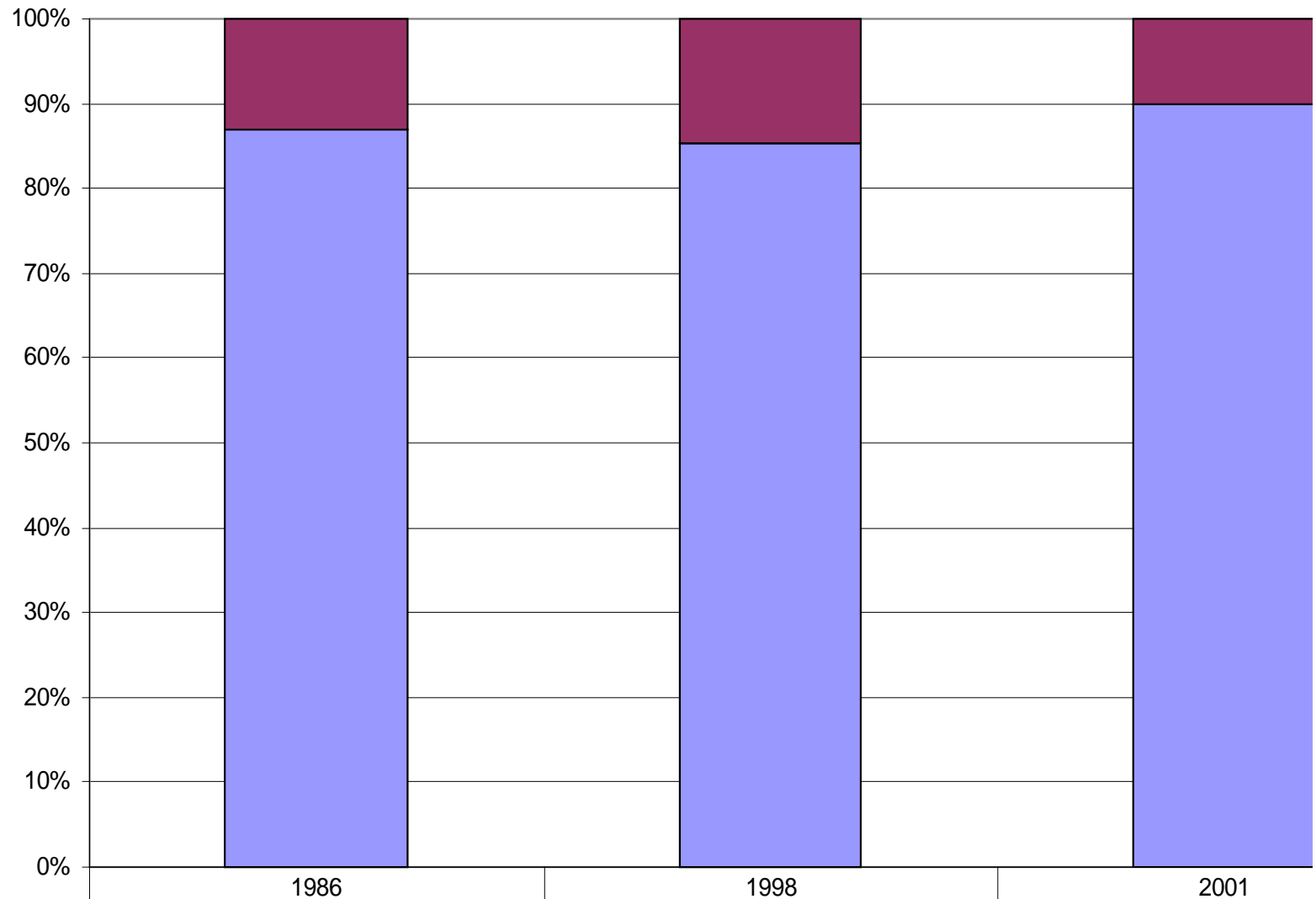
Survey Years

40c2. How would you rate Chesterfield County in regard to Environmental services?



Note: Not measured in 1986 or 1998

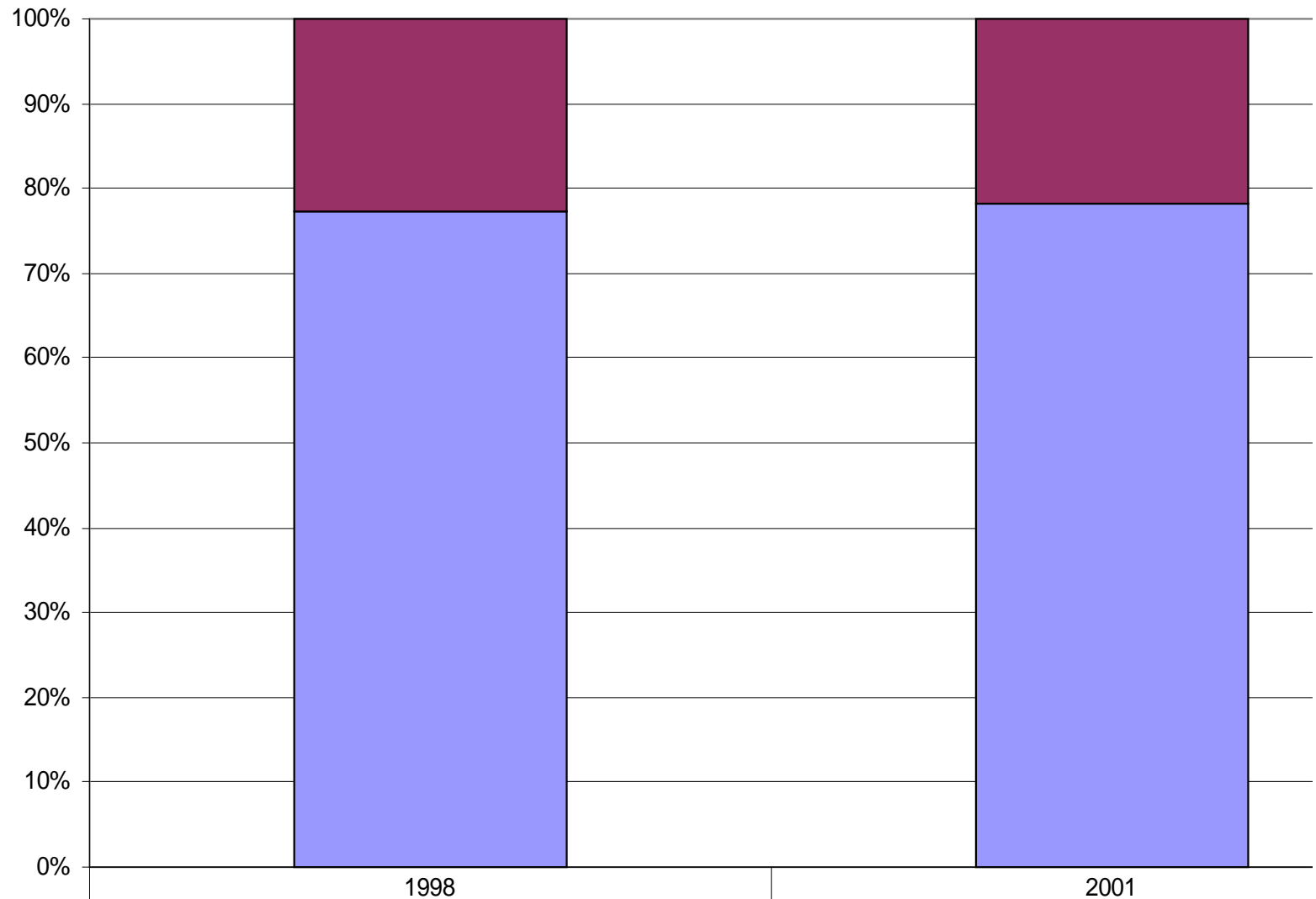
40d. How would you rate the county's Public Library services?



| | | | |
|----------------|------|------|------|
| | 1986 | 1998 | 2001 |
| Fair/Poor | 13 | 14.7 | 10 |
| Excellent/Good | 87 | 85.3 | 90 |

Survey years

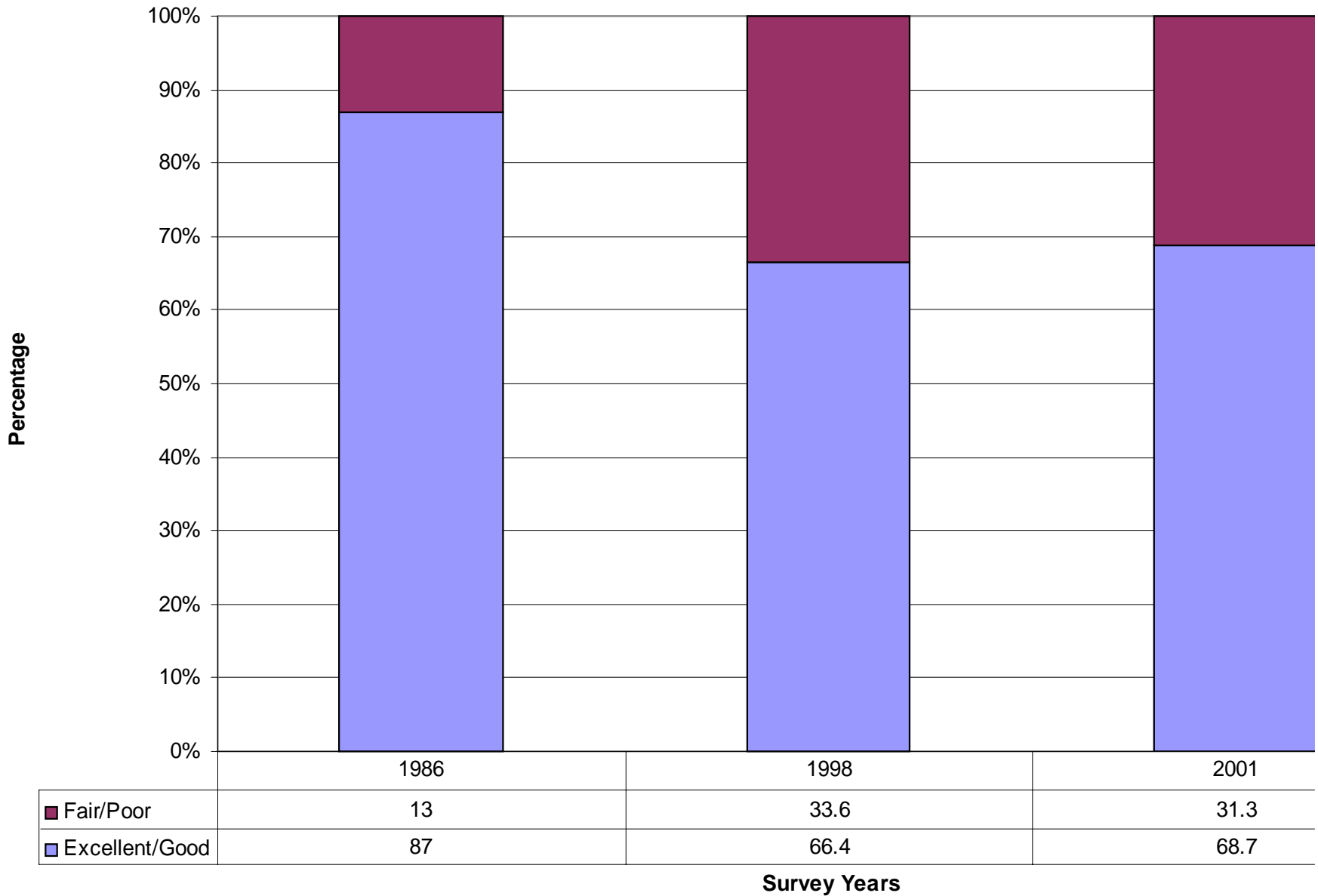
40e. How would you rate the county's Park services?



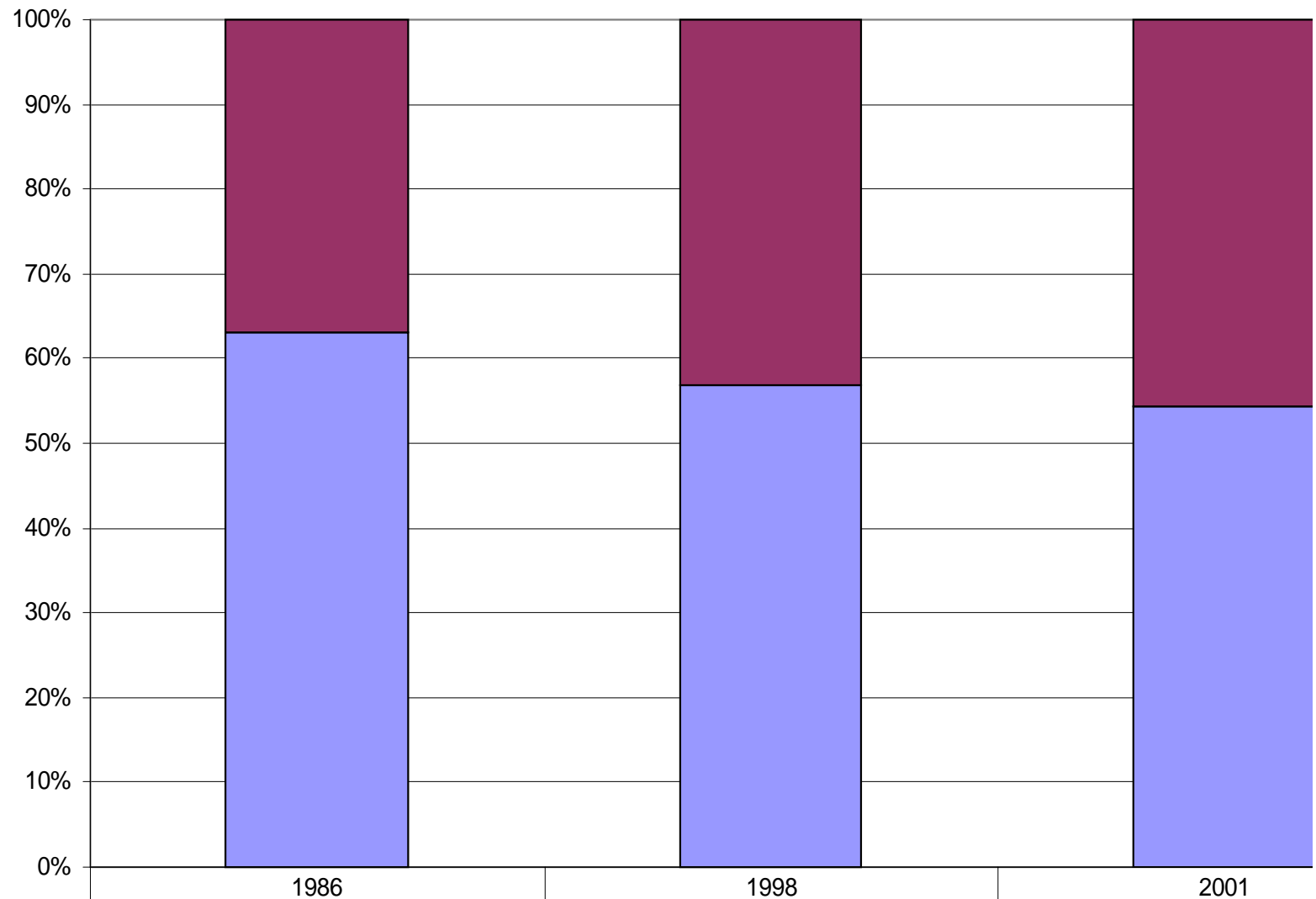
| | | |
|----------------|------|------|
| | 1998 | 2001 |
| Fair/Poor | 22.8 | 21.8 |
| Excellent/Good | 77.2 | 78.2 |

Survey Years

40f. How would you rate the county's Recreational services?



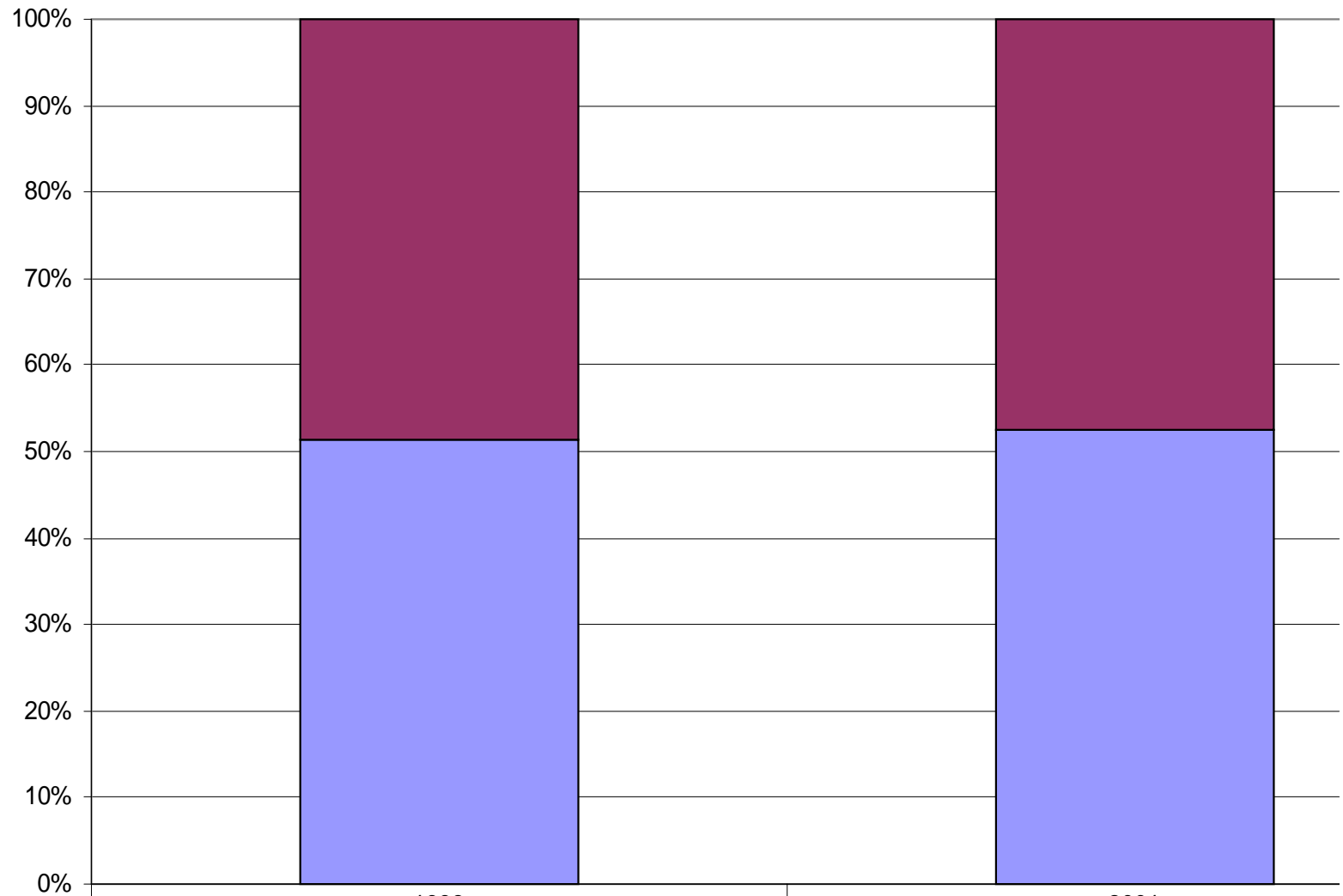
40g. How would you rate the county's services for persons with physical disabilities?



| | | | |
|----------------|------|------|------|
| | 1986 | 1998 | 2001 |
| Fair/Poor | 37 | 43.1 | 45.7 |
| Excellent/Good | 63 | 56.9 | 54.3 |

Survey Years

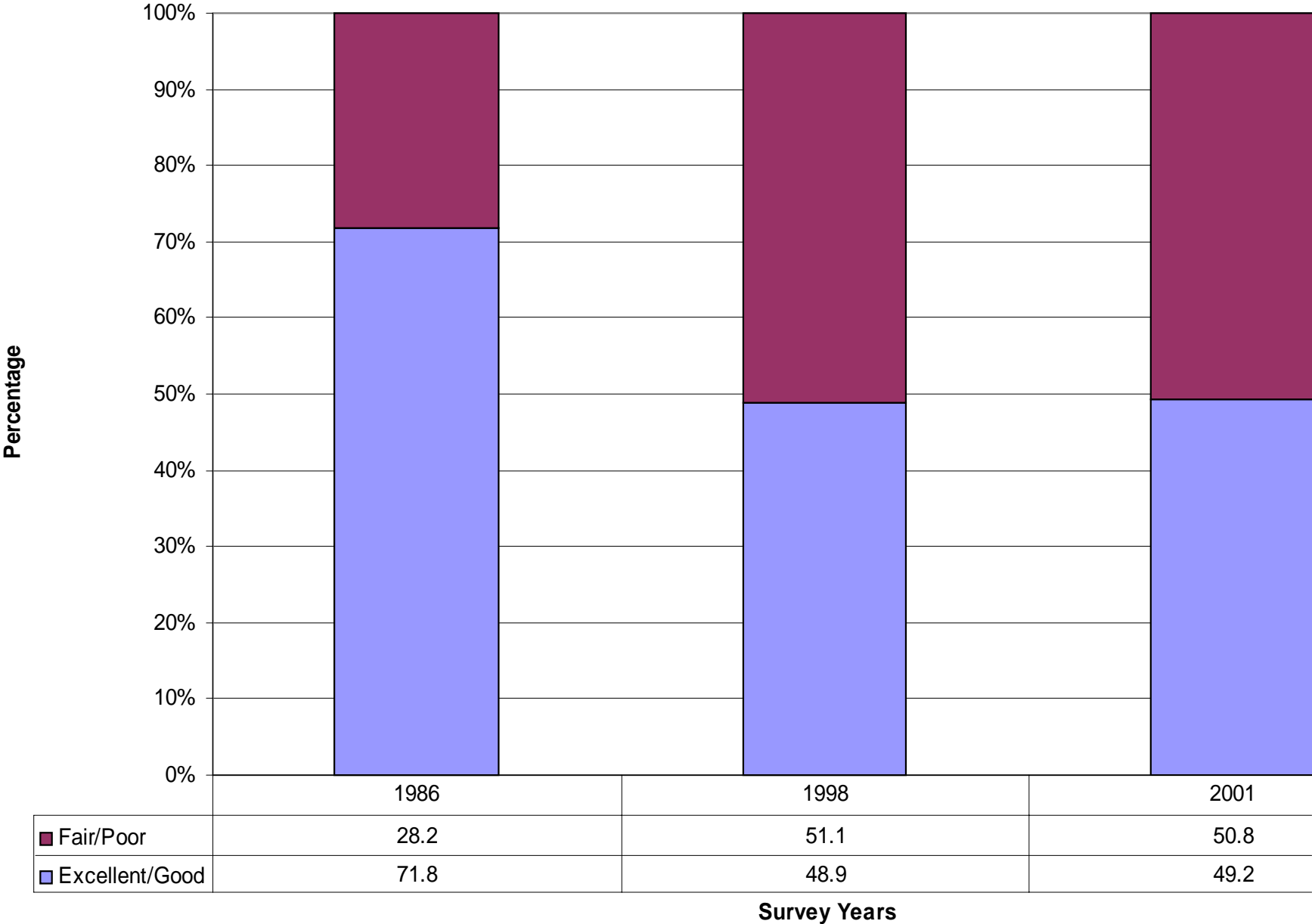
40h. How would you rate Chesterfield County's services for children/youth?



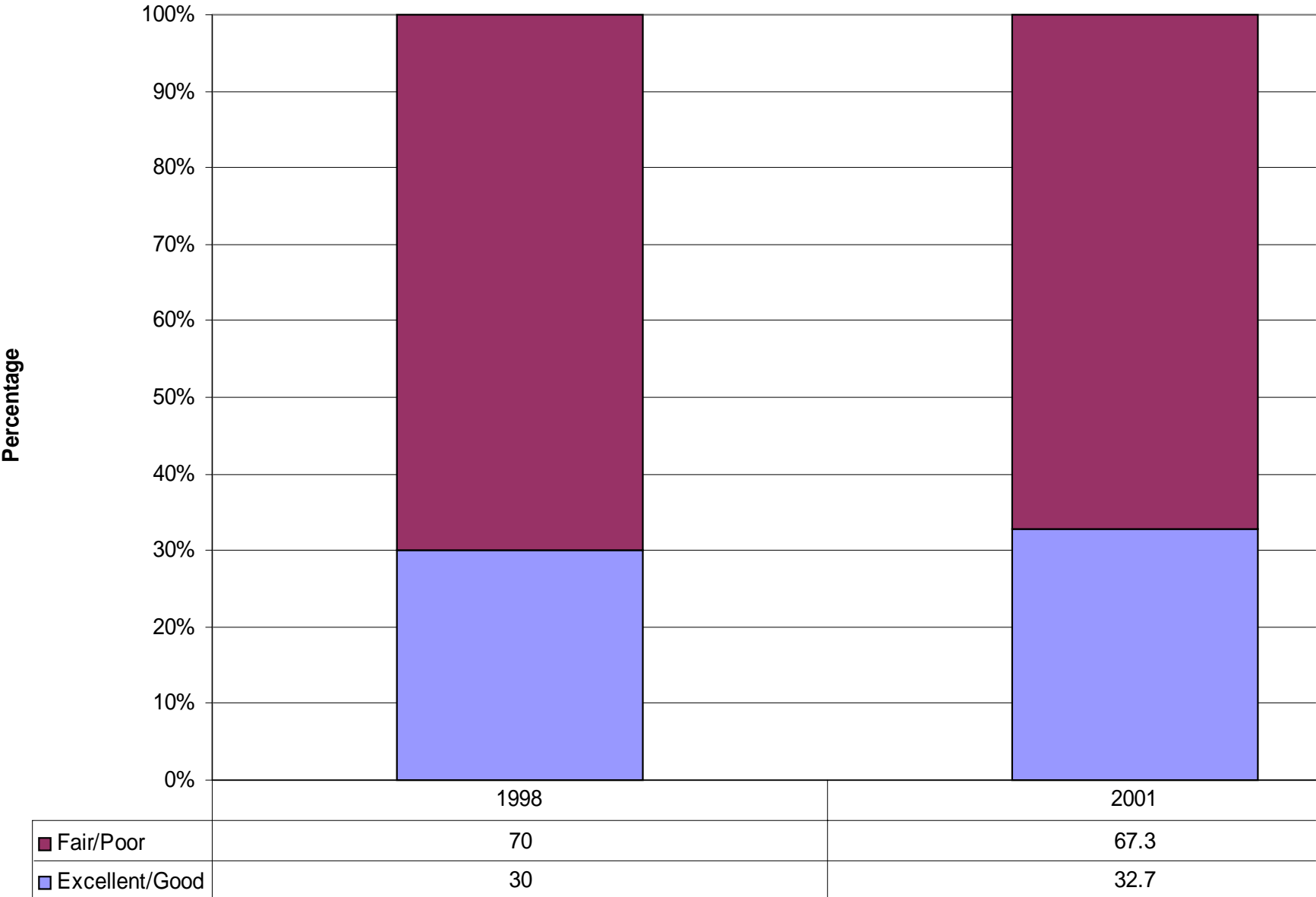
| | | |
|----------------|------|------|
| Fair/Poor | 48.7 | 47.4 |
| Excellent/Good | 51.3 | 52.6 |

Survey years

40i. How would you rate Chesterfield County's services for senior citizens?

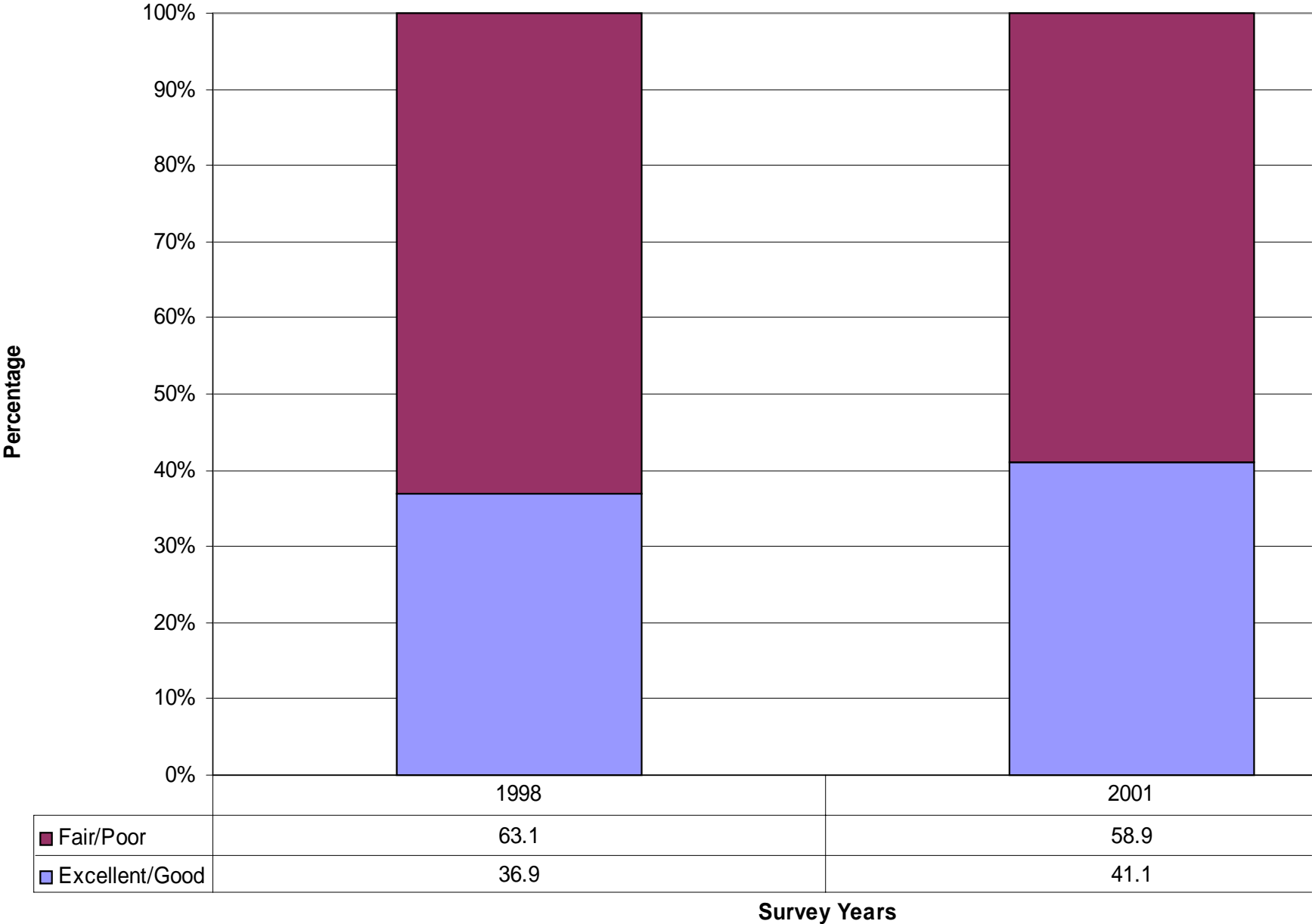


40j. How would you rate Chesterfield County's Planning services?

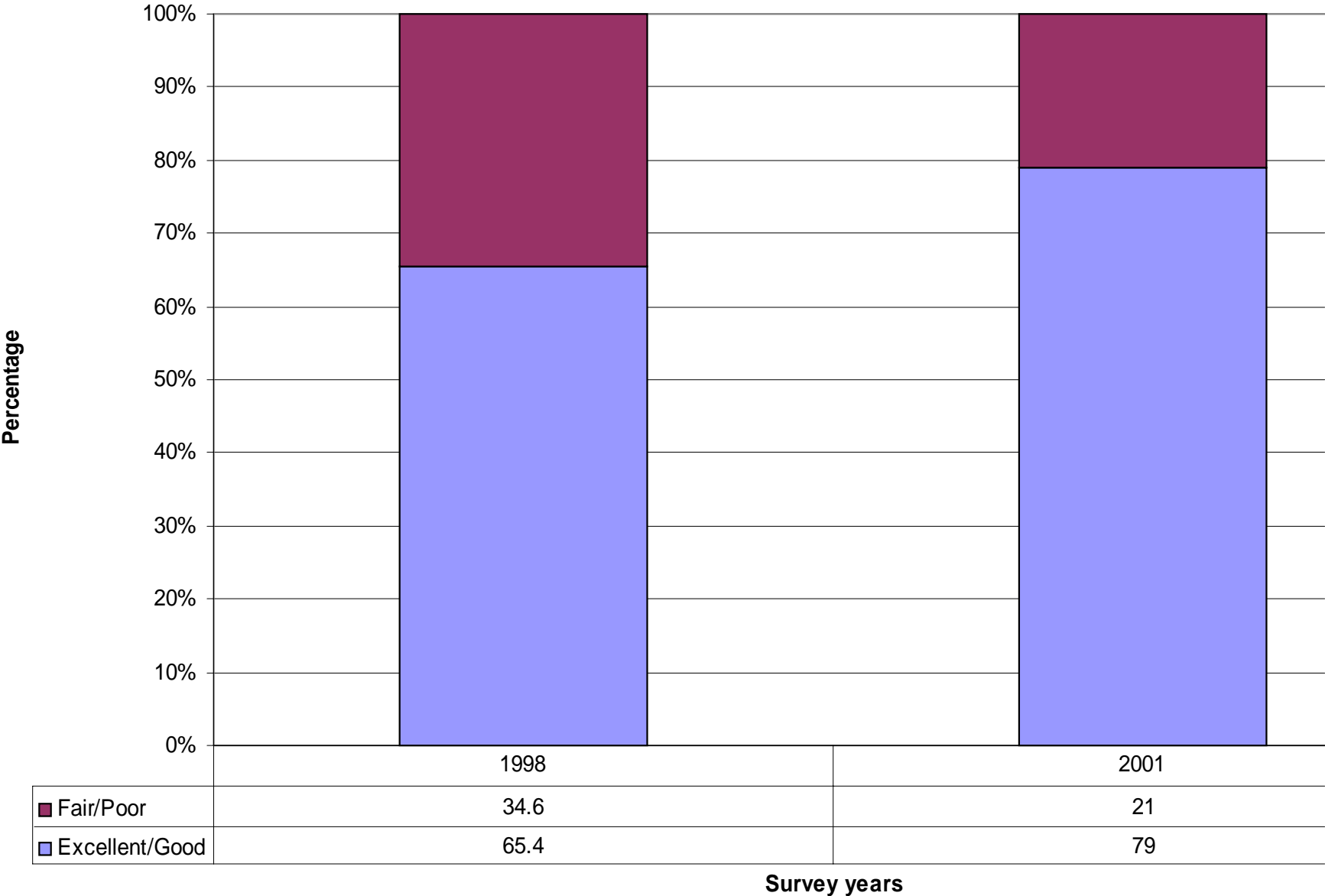


Survey Years

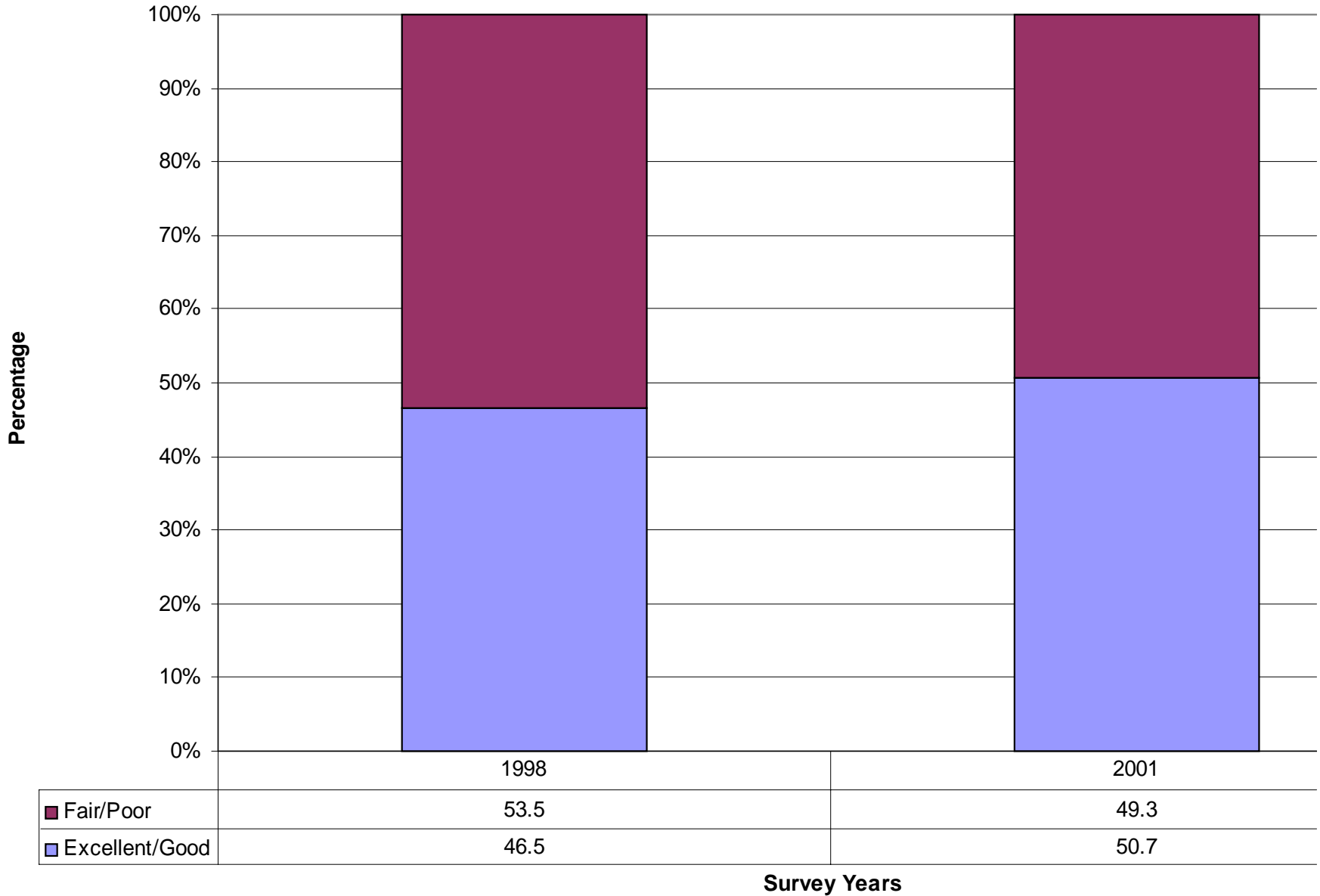
40k. How would you rate Chesterfield County's Building Inspection services?



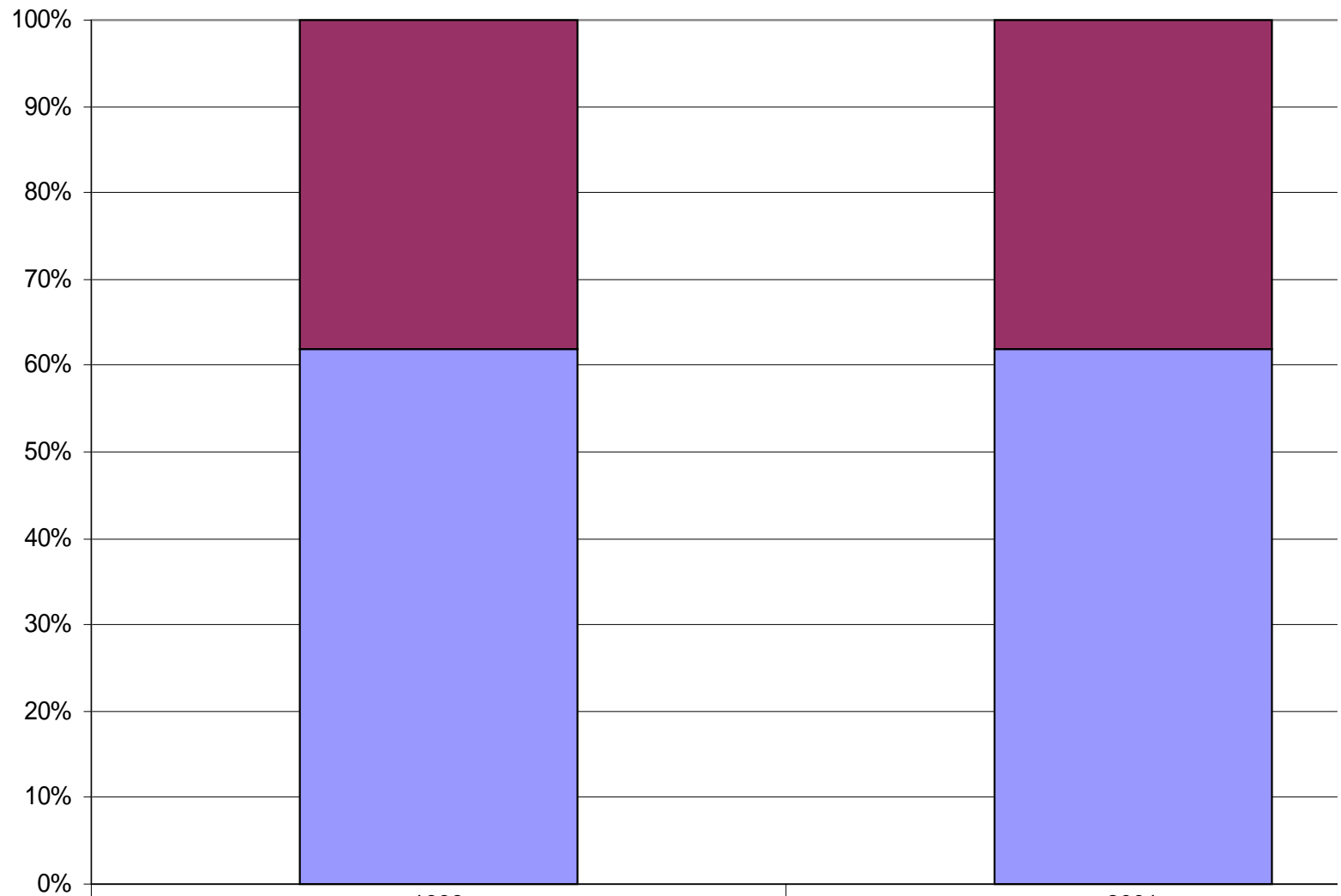
40L. If you receive public (county) water and waste water, please rate the services you receive from the Utilities Department.



40m. How would you rate Chesterfield County's Environmental Engineering Services?



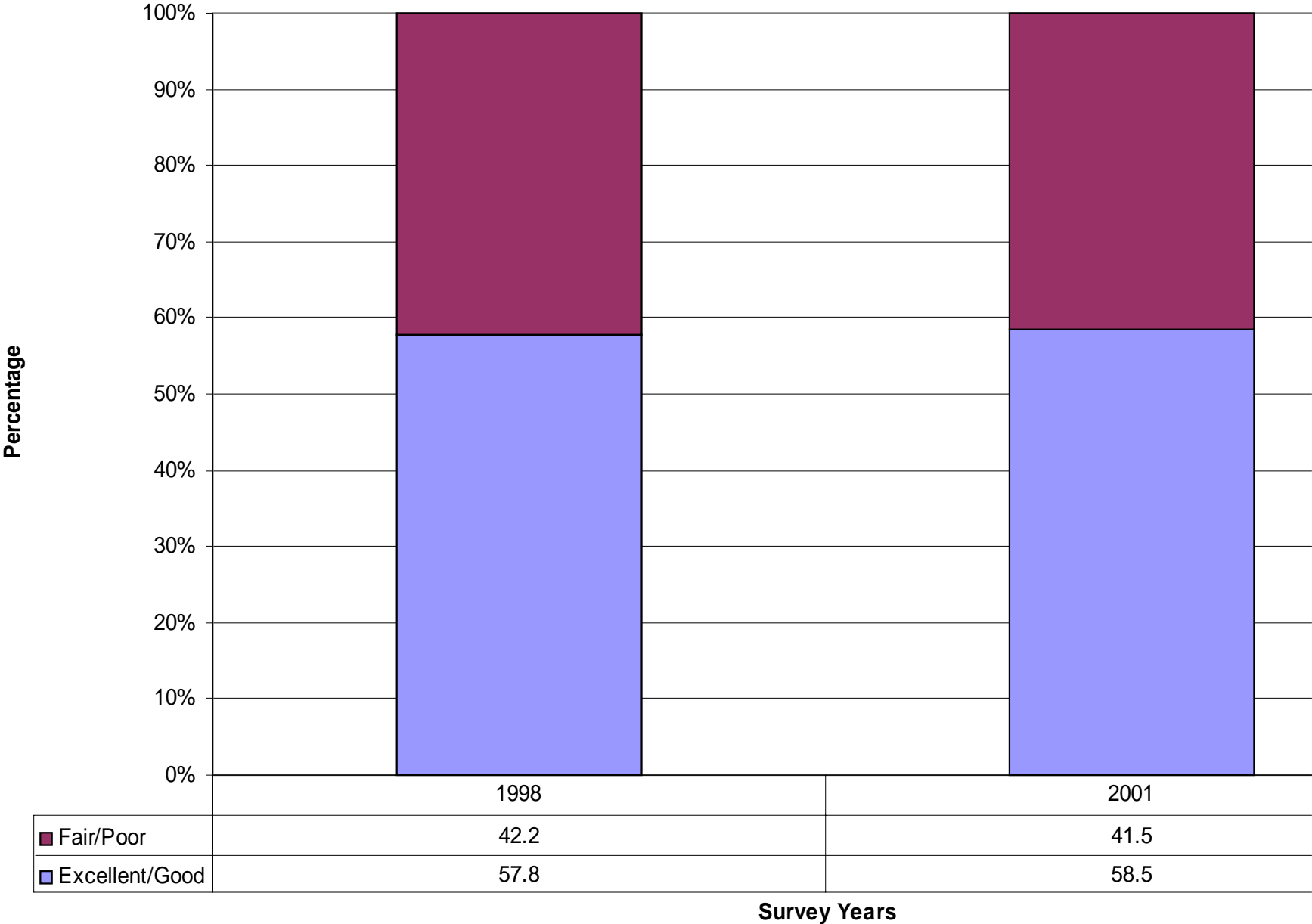
40n. How would you rate Chesterfield County's Circuit Court Services?



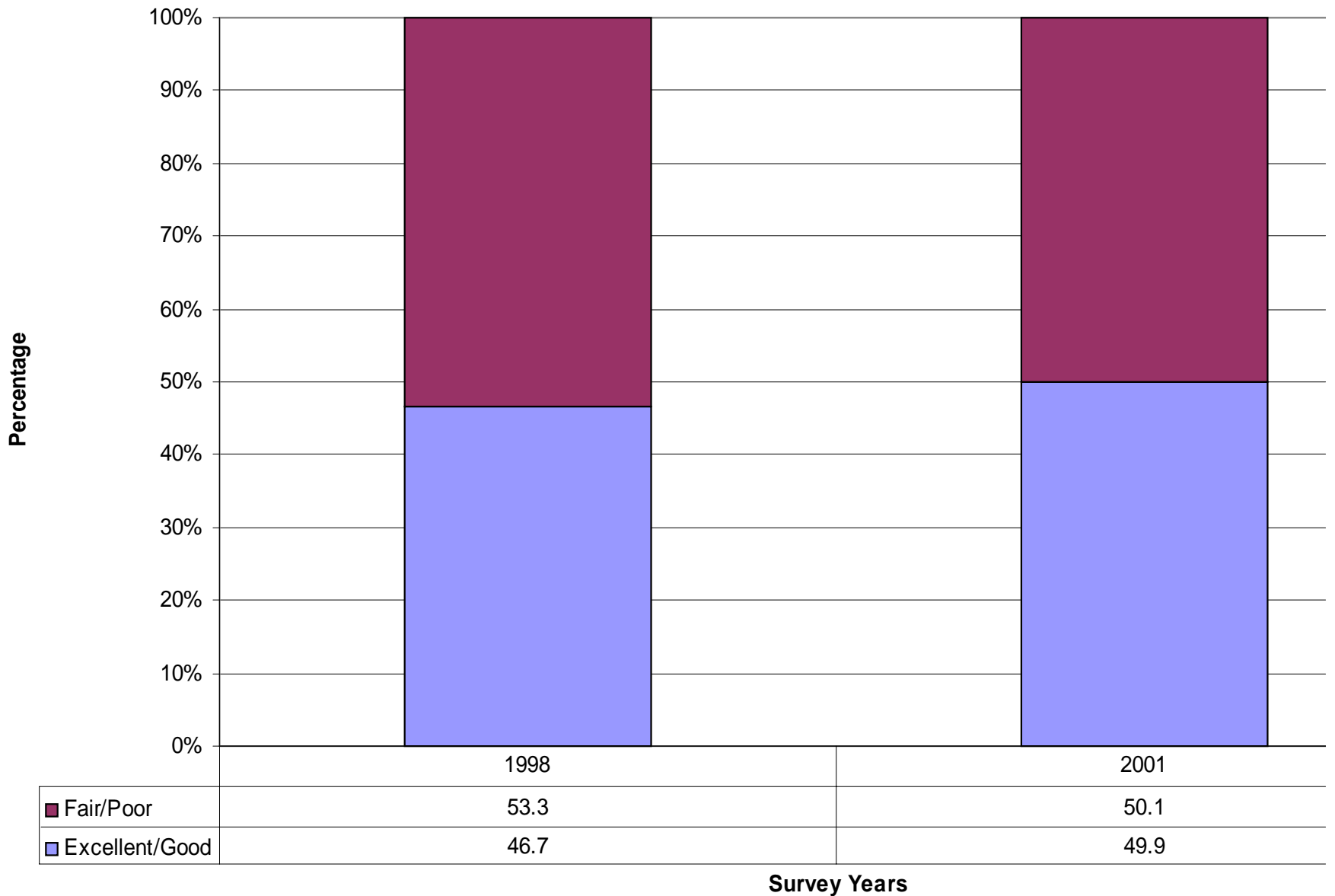
| | | |
|----------------|------|------|
| Fair/Poor | 38.1 | 38.1 |
| Excellent/Good | 61.9 | 61.9 |

Survey years

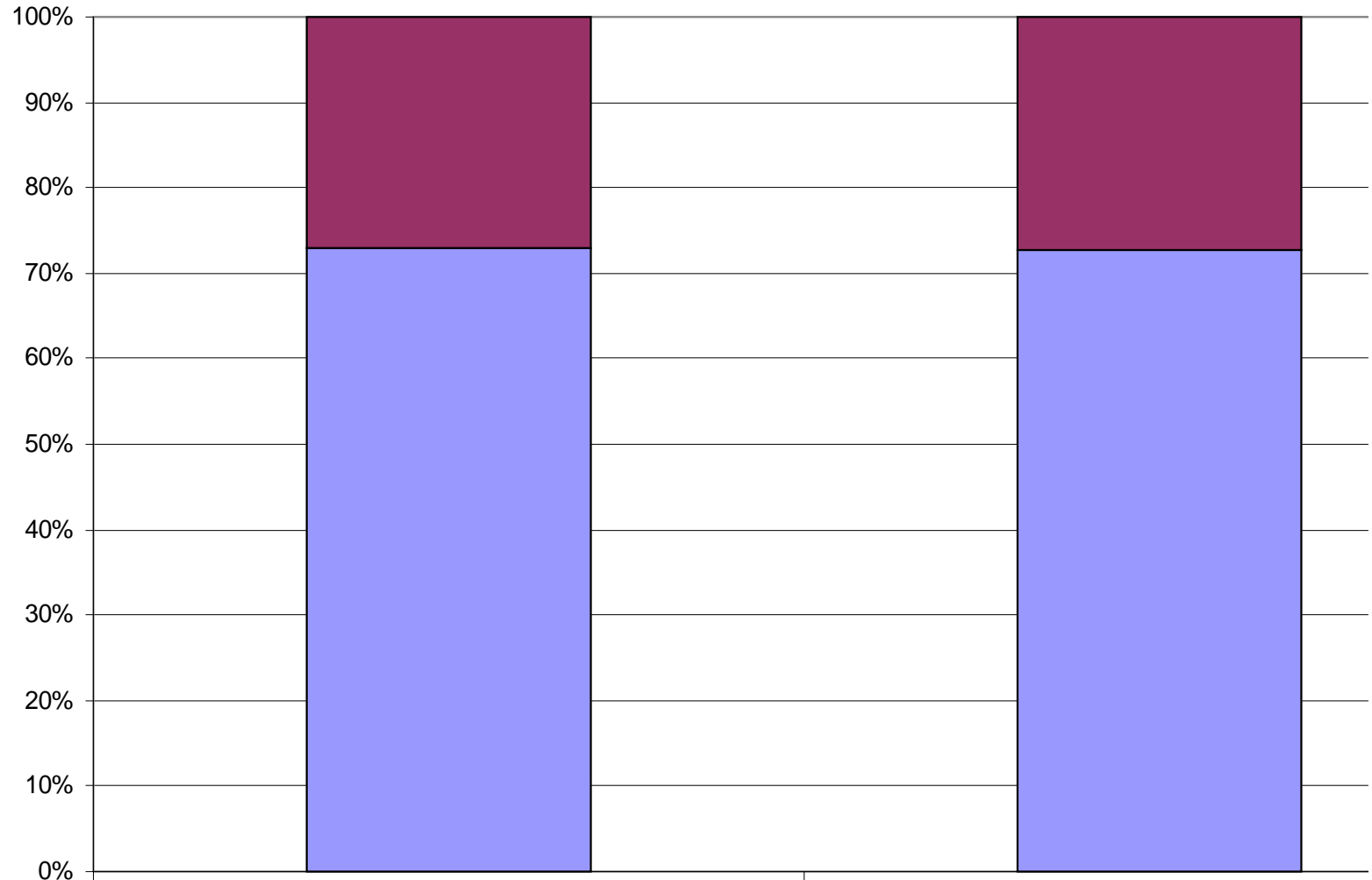
40o. How would you rate Chesterfield County's General District Court Services?



40p. How would you rate Chesterfield County's Juvenile and Domestic Relations District Court Services?



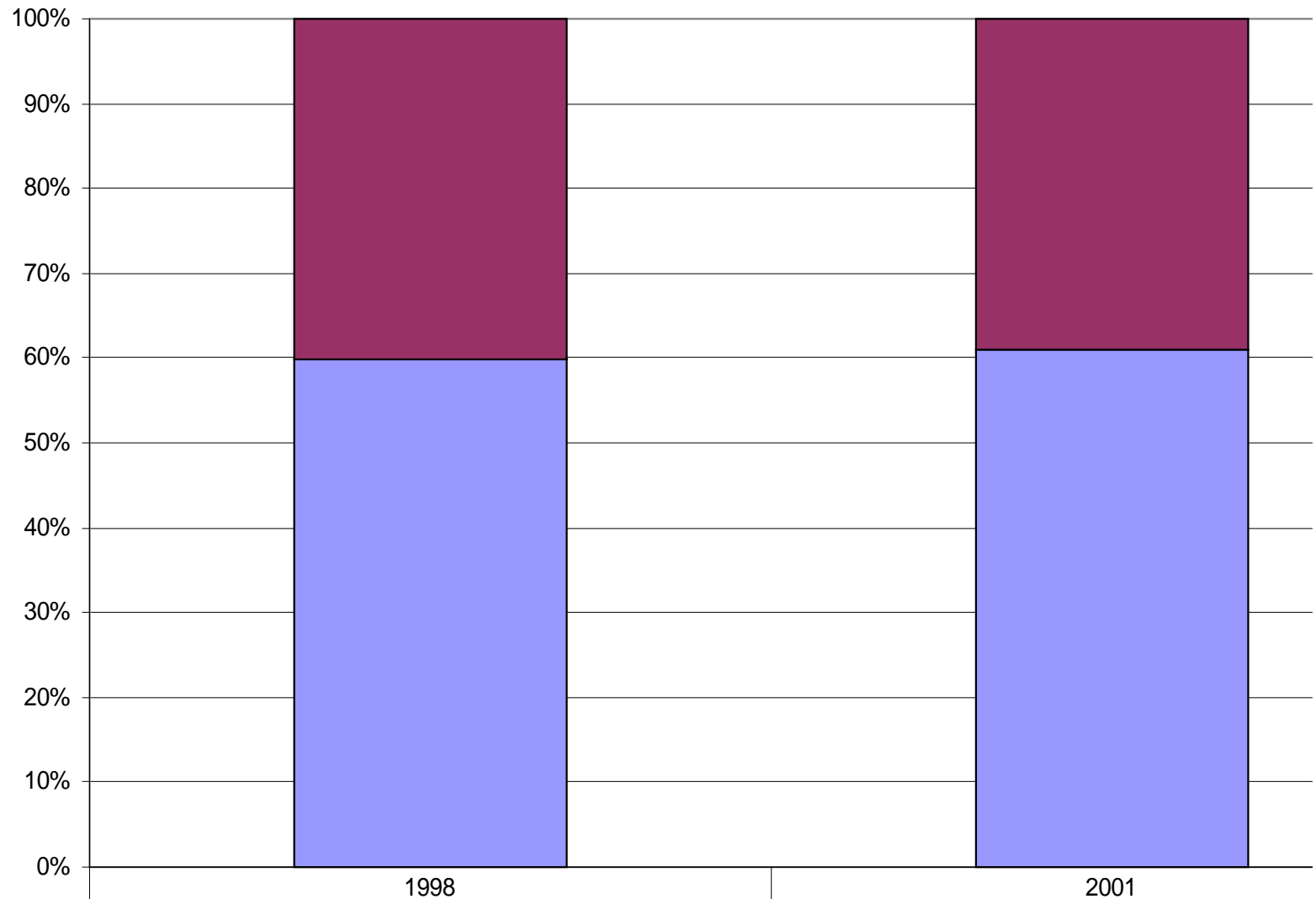
40q. How would you rate Chesterfield County's Sheriff's Department services?



| | 1998 | 2001 |
|----------------|------|------|
| Fair/Poor | 27 | 27.4 |
| Excellent/Good | 73 | 72.6 |

Survey Years

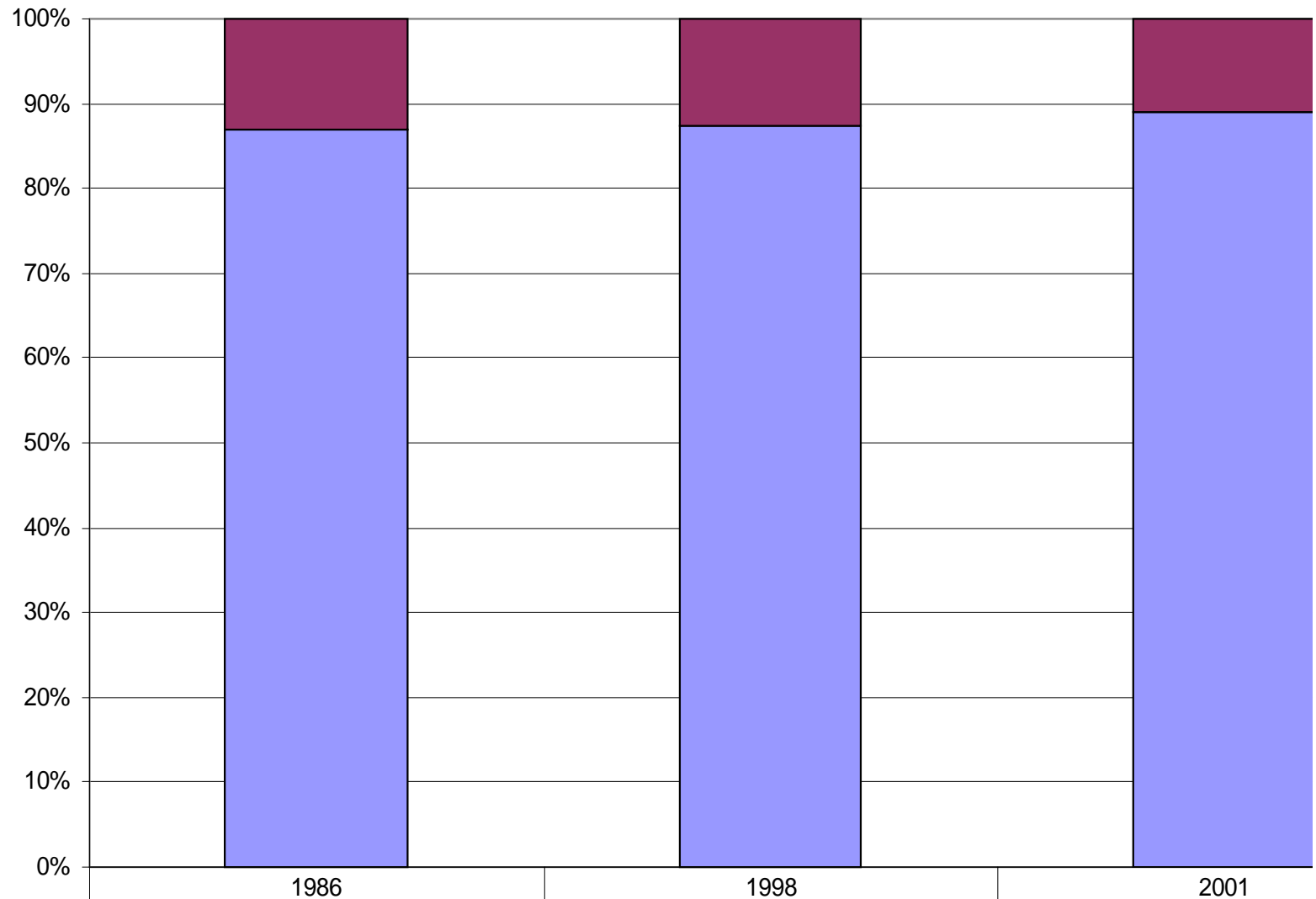
40r. How would you rate Chesterfield County's Commonwealth Attorney Services?



| | | |
|----------------|------|------|
| Fair/Poor | 40.2 | 39.1 |
| Excellent/Good | 59.8 | 60.9 |

Survey Years

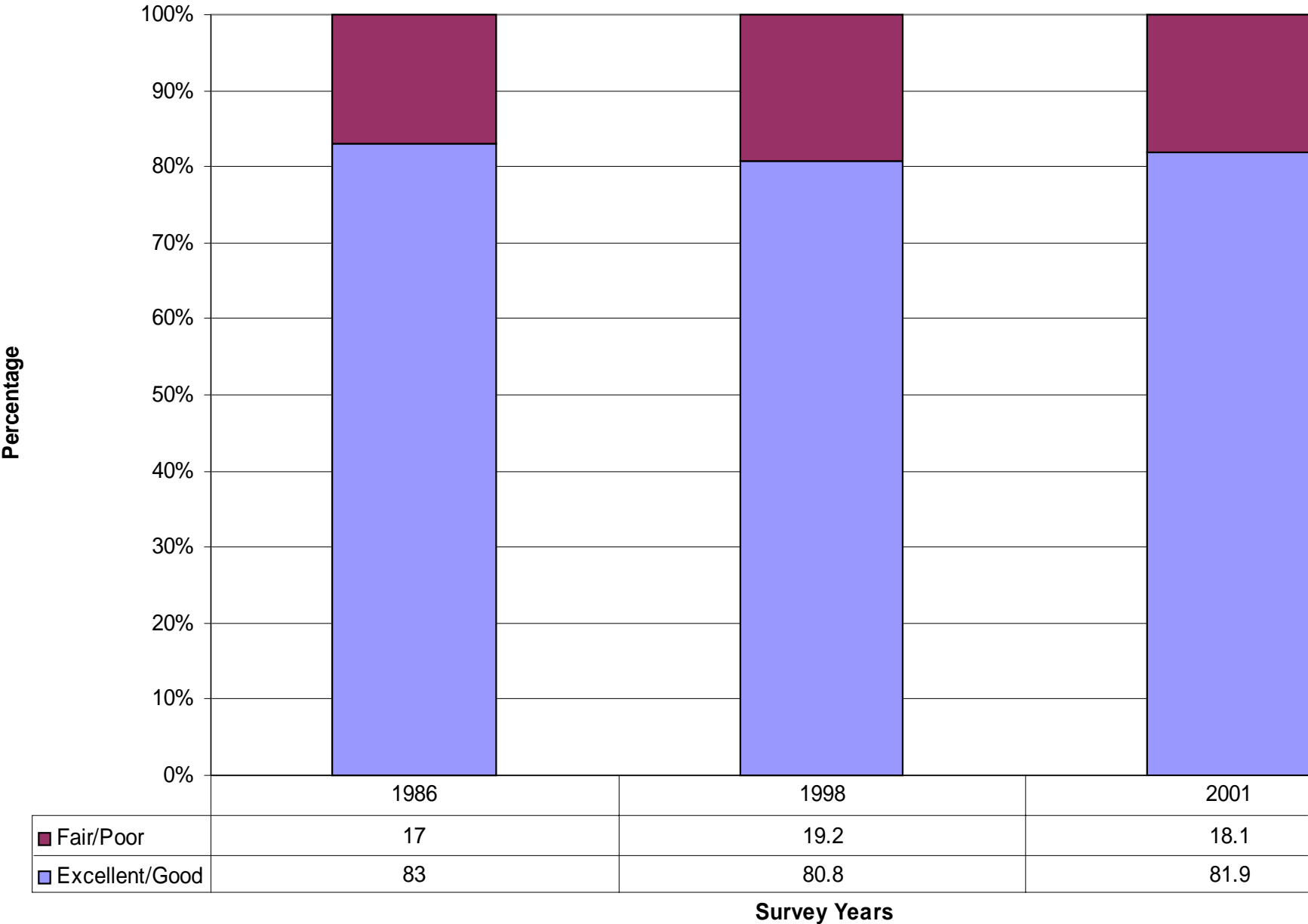
40s. How would you rate Chesterfield County's Fire and Emergency Medical services?



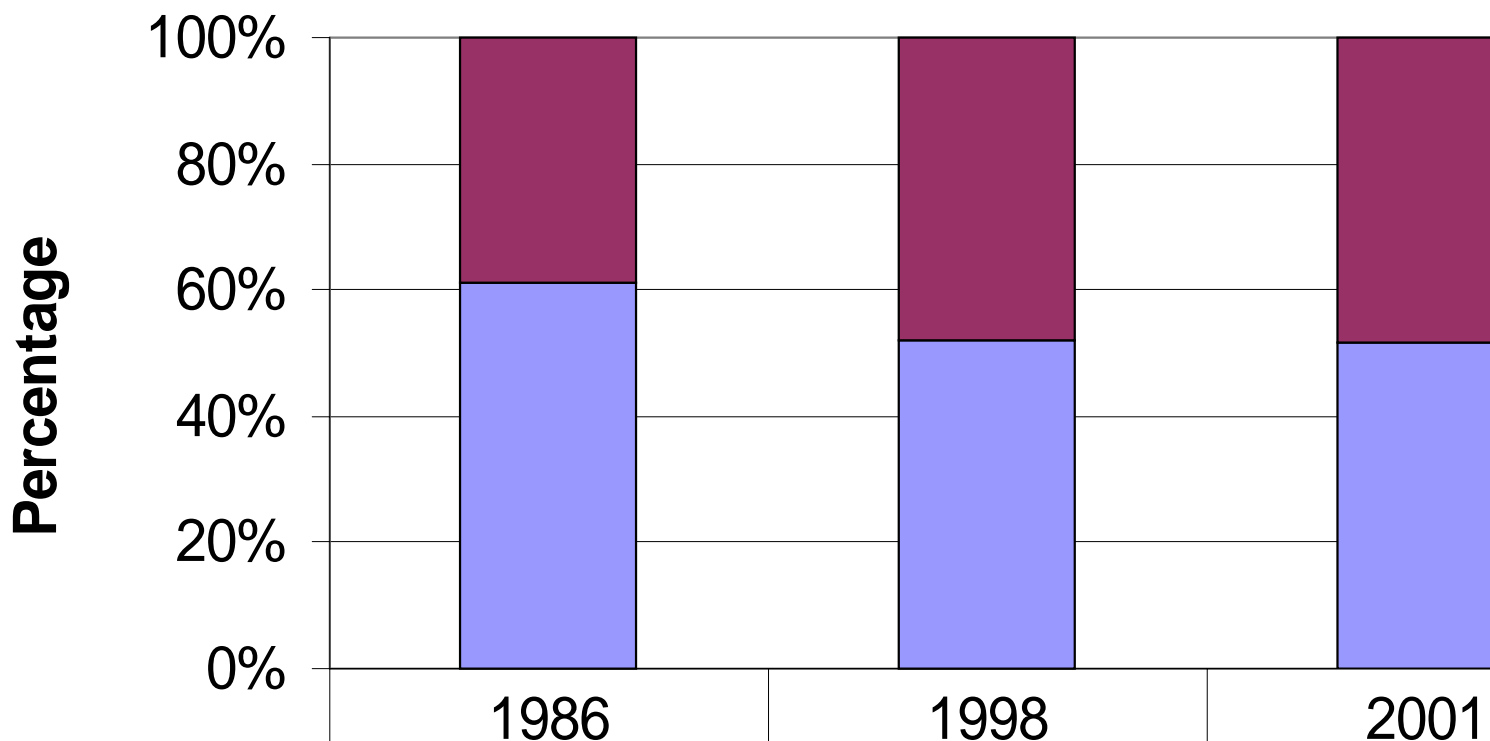
| | | | |
|----------------|------|------|------|
| | 1986 | 1998 | 2001 |
| Fair/Poor | 13 | 12.6 | 11 |
| Excellent/Good | 87 | 87.4 | 89 |

Survey Years

40t. How would you rate Chesterfield County's Police services?



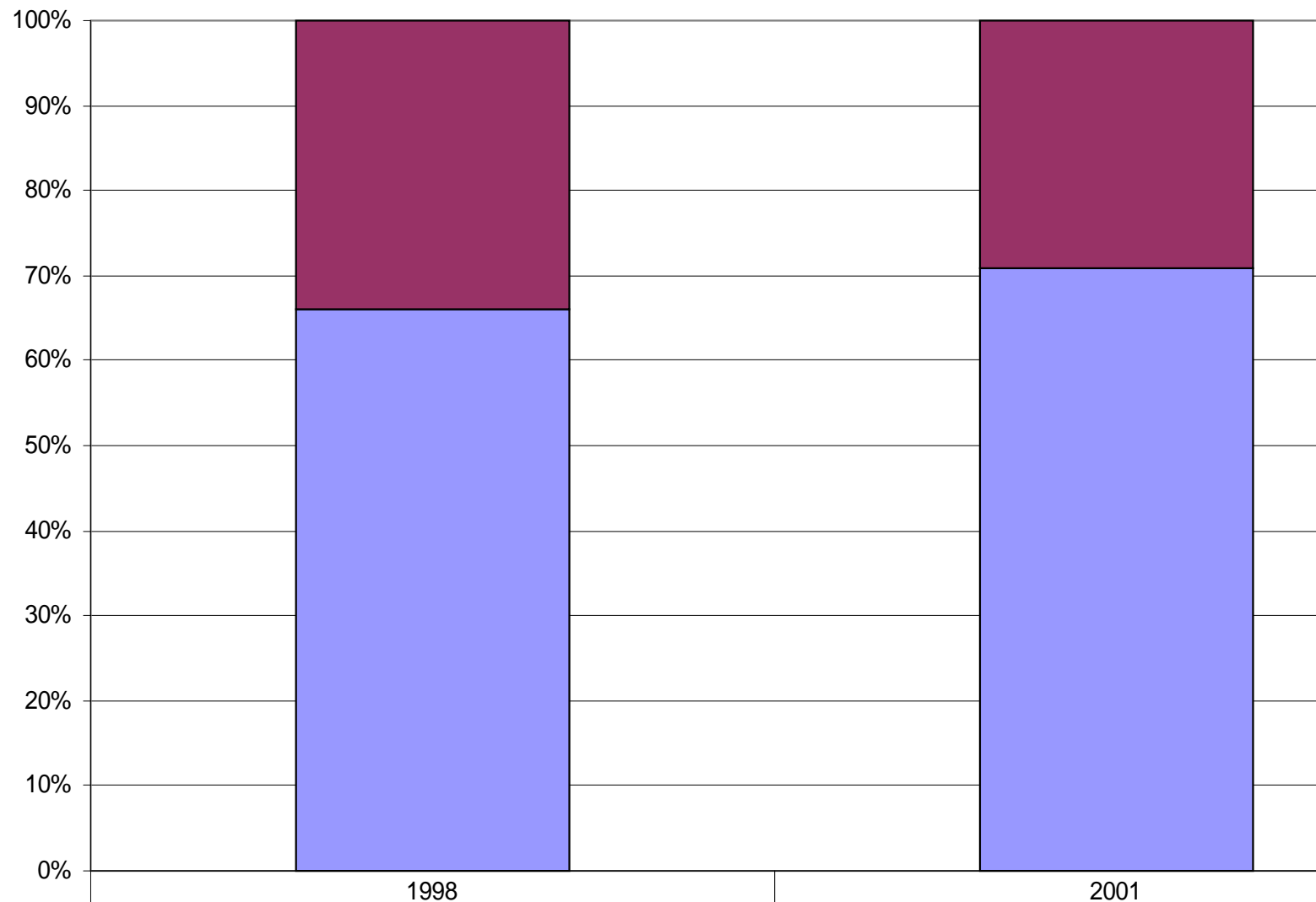
40u. How would you rate Chesterfield County's animal control services?



| | | | |
|--|----|------|------|
| ■ Fair/Poor | 39 | 48.1 | 48.5 |
| ■ Excellent/Good | 61 | 51.9 | 51.5 |

Survey Years

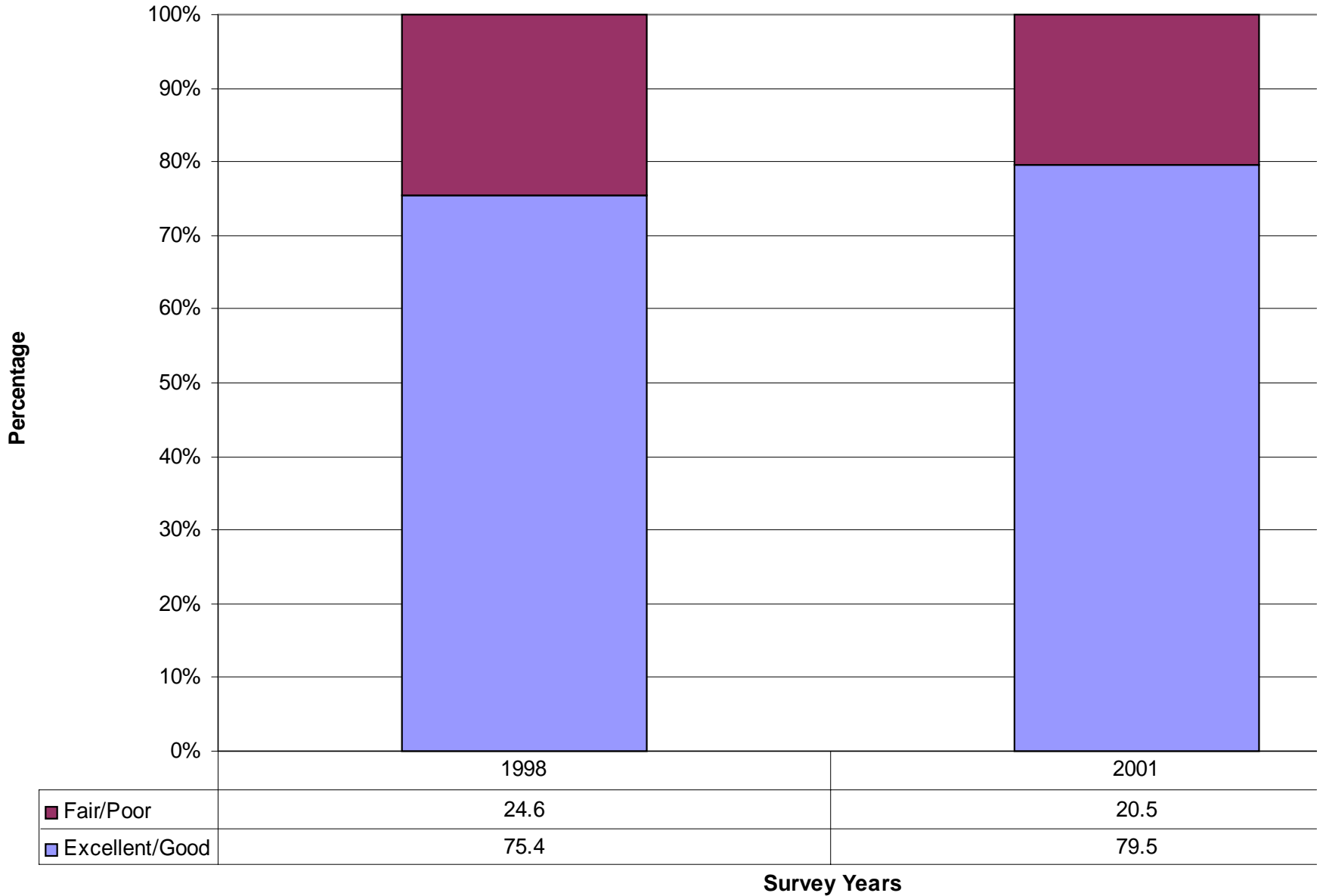
40v. How would you rate Chesterfield County's Transfer stations for refuse disposal?



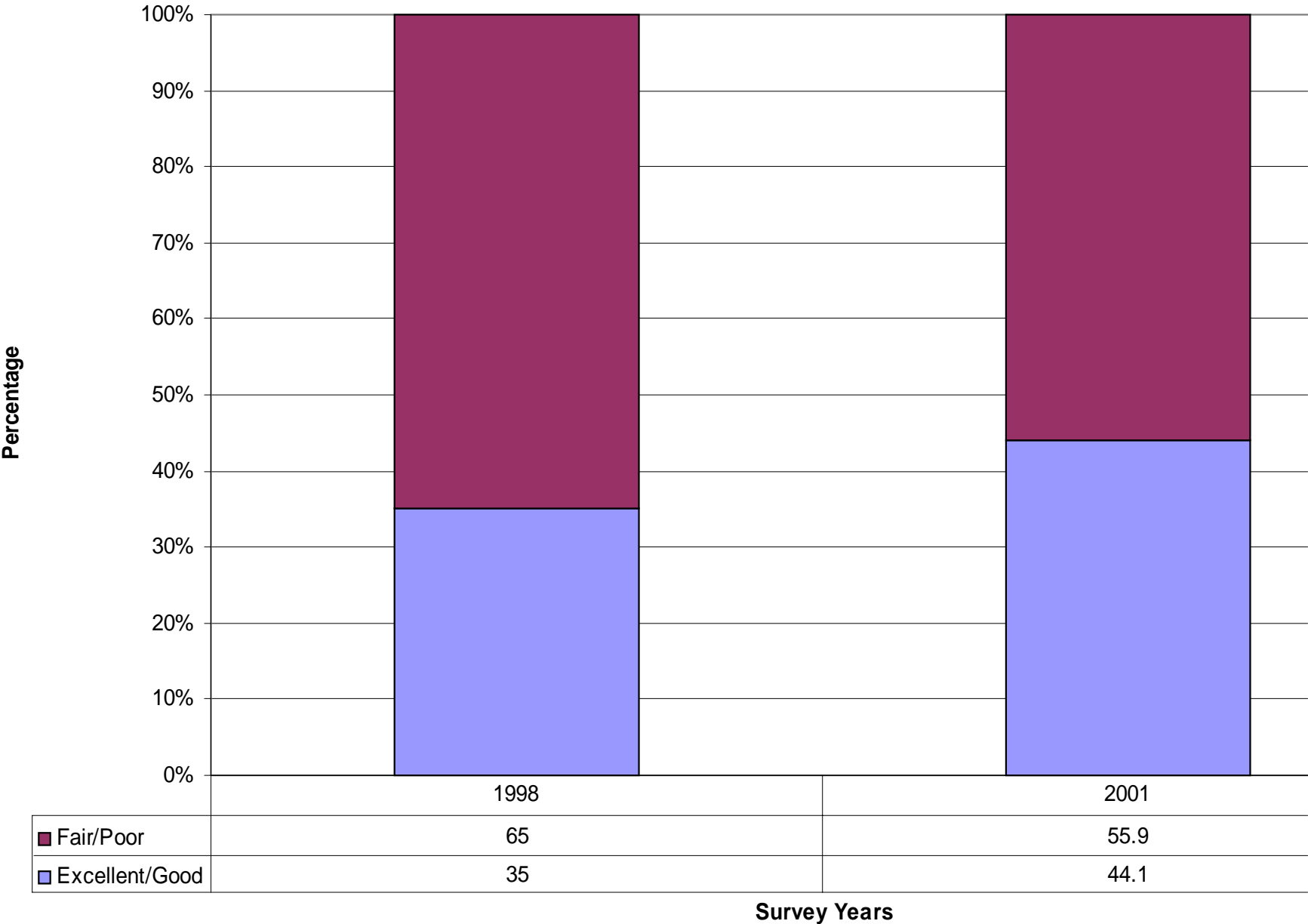
| | | |
|------------------|------|------|
| | 1998 | 2001 |
| ■ Fair/Poor | 34 | 29.1 |
| ■ Excellent/Good | 66 | 70.9 |

Survey years

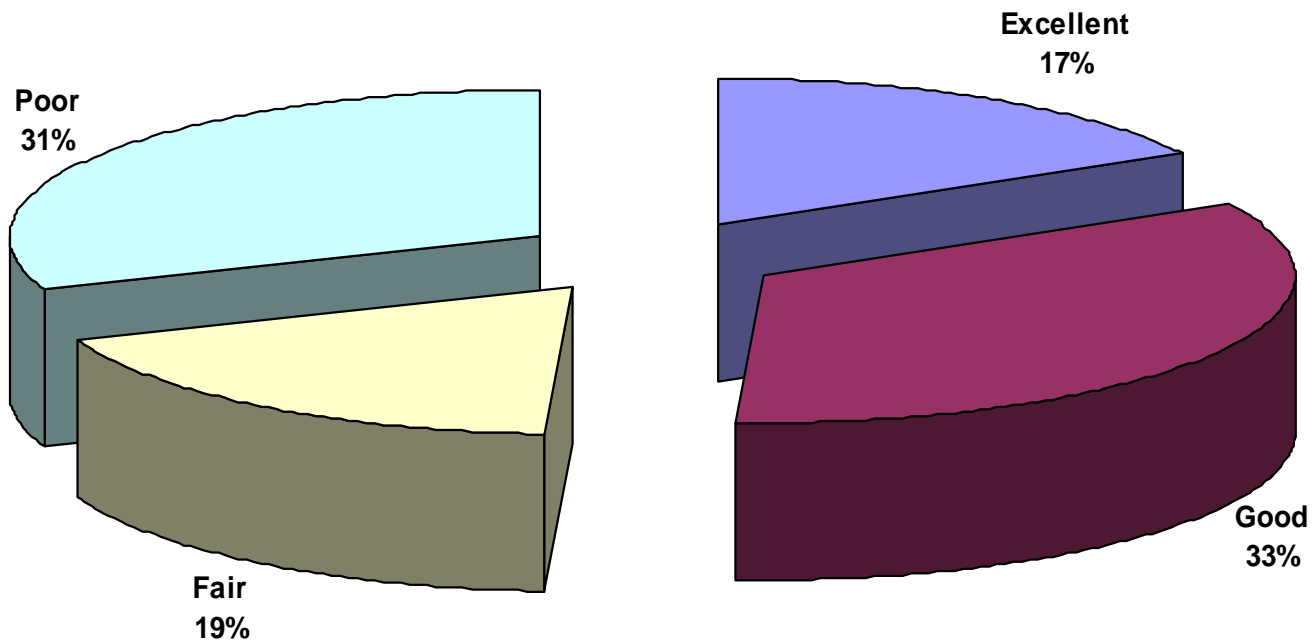
40w. How would you rate Chesterfield County's Recycling (curbside pick-up)?



40x. How would you rate Chesterfield County's Leaf pick-up services?

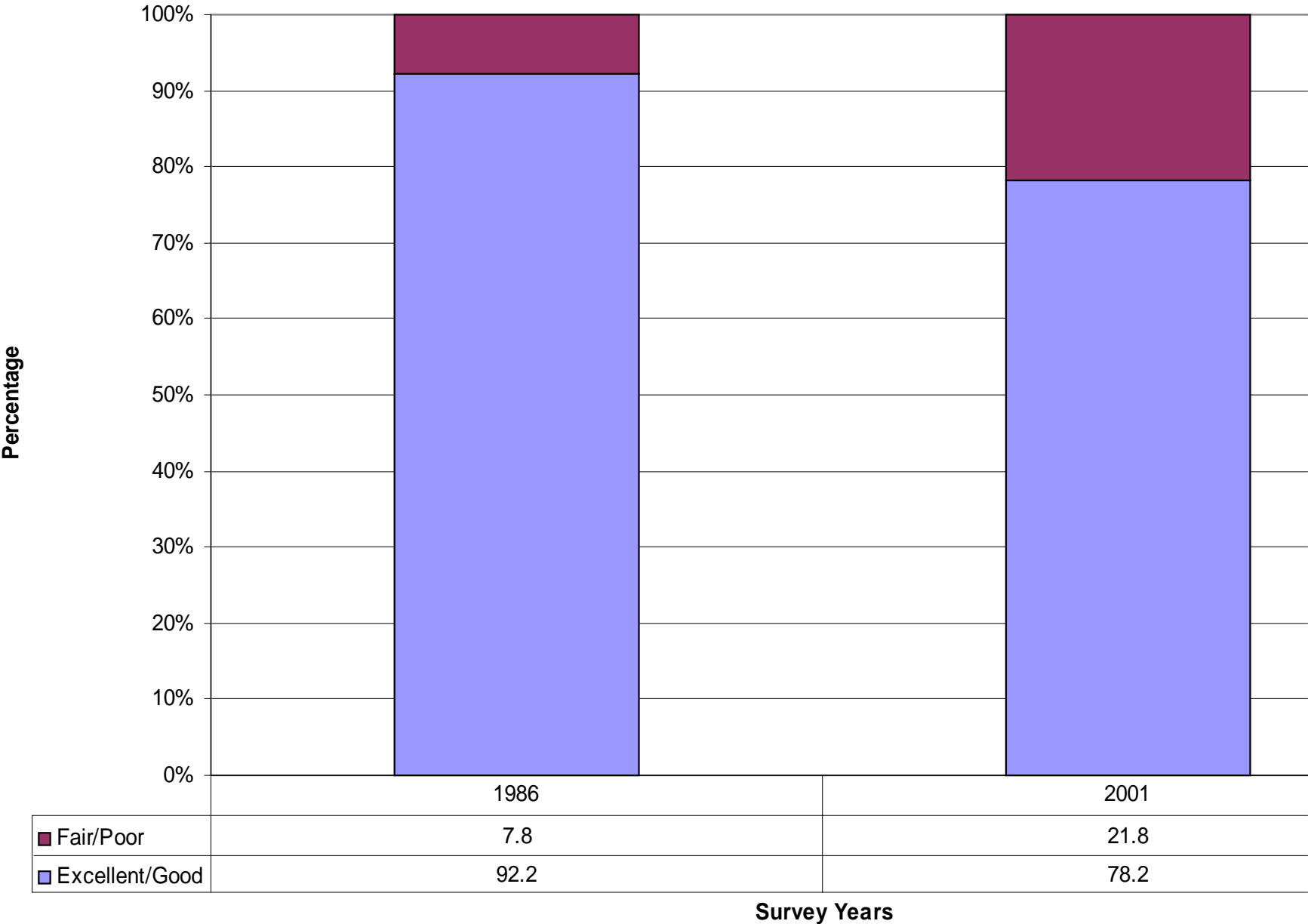


40y. How would you rate Chesterfield County in regard to county-provided refuse collection?

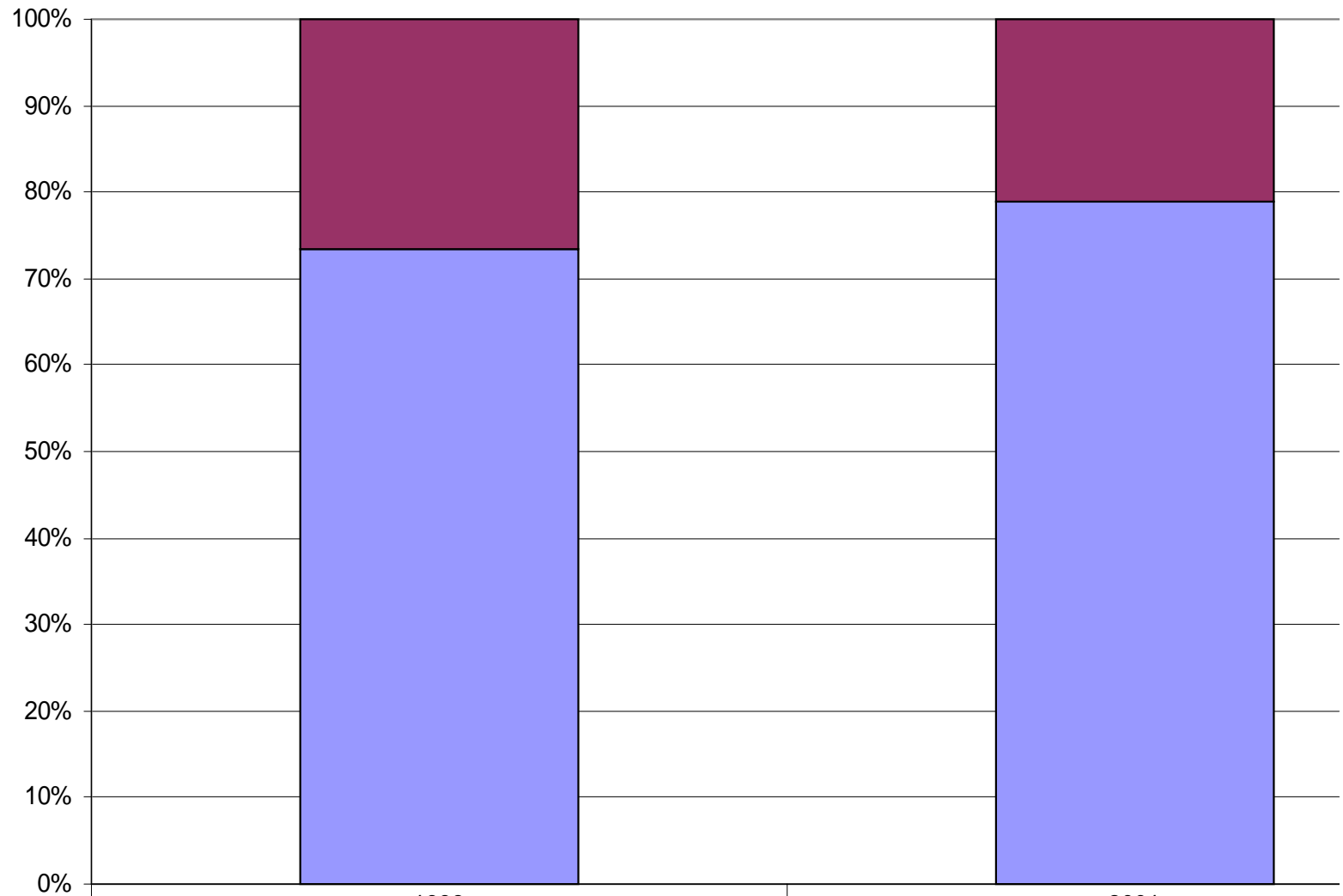


Note: Not measured in 1986 or 1998

40z. How would you rate private (commercial) refuse collection?



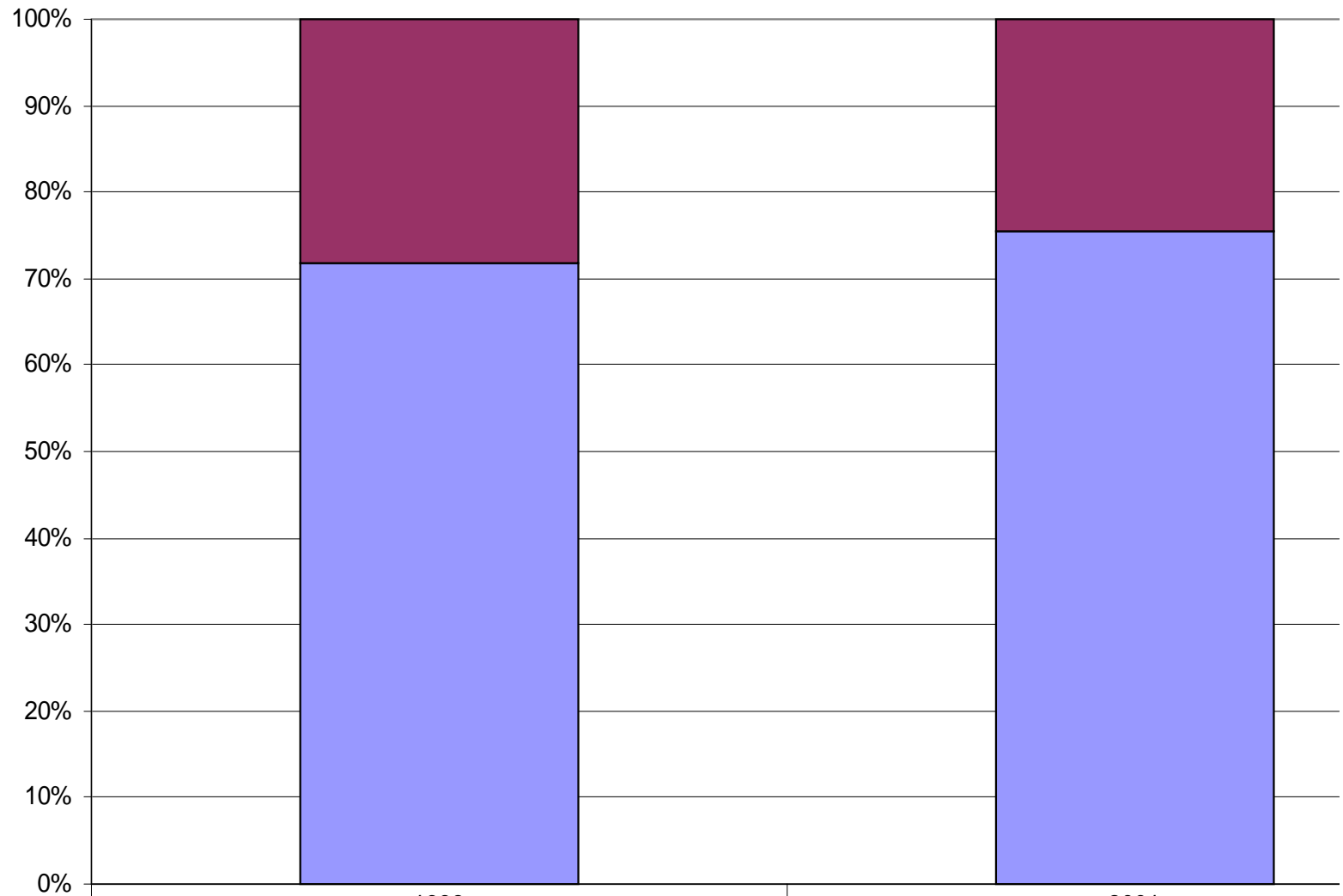
40aa. How would you rate Chesterfield County's Treasurer's Office services?



| | | |
|----------------|------|------|
| Fair/Poor | 26.6 | 21.2 |
| Excellent/Good | 73.4 | 78.8 |

Survey years

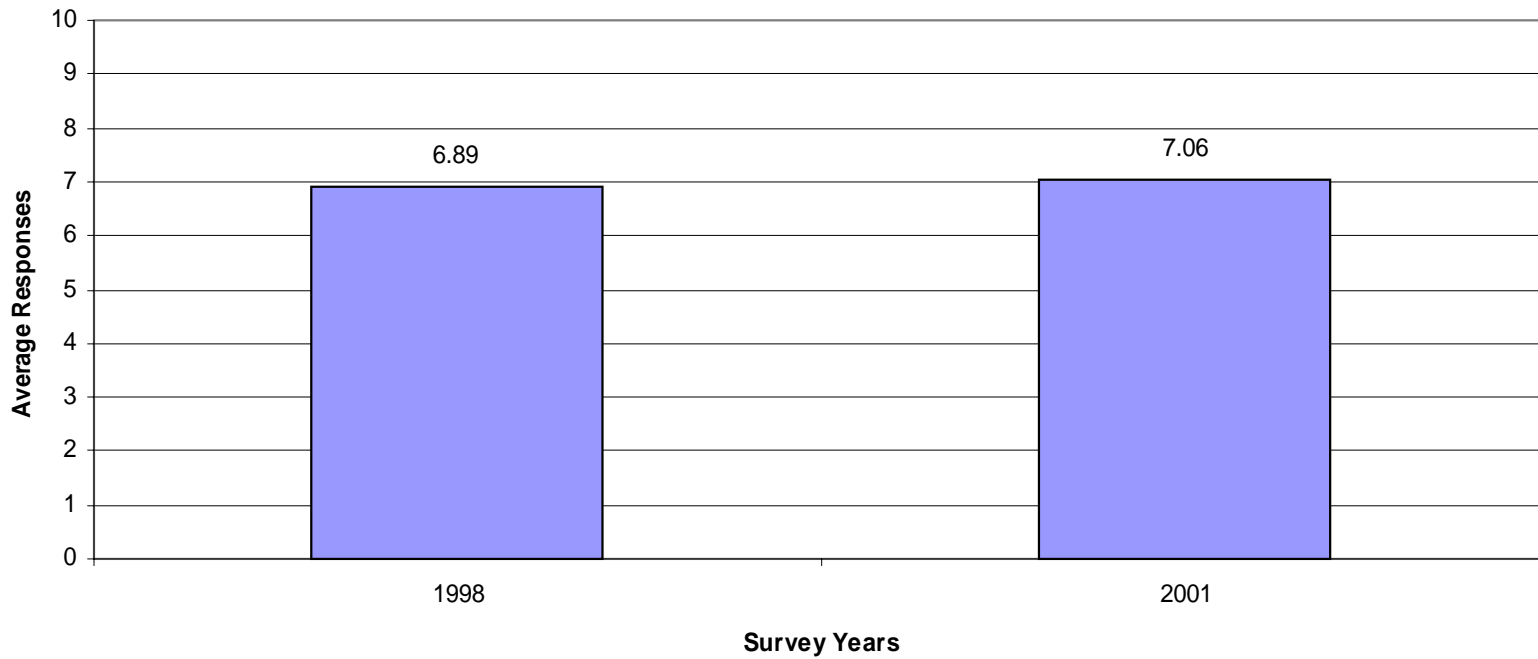
40bb. How would you rate Chesterfield County's Commissioner of the Revenue Services?



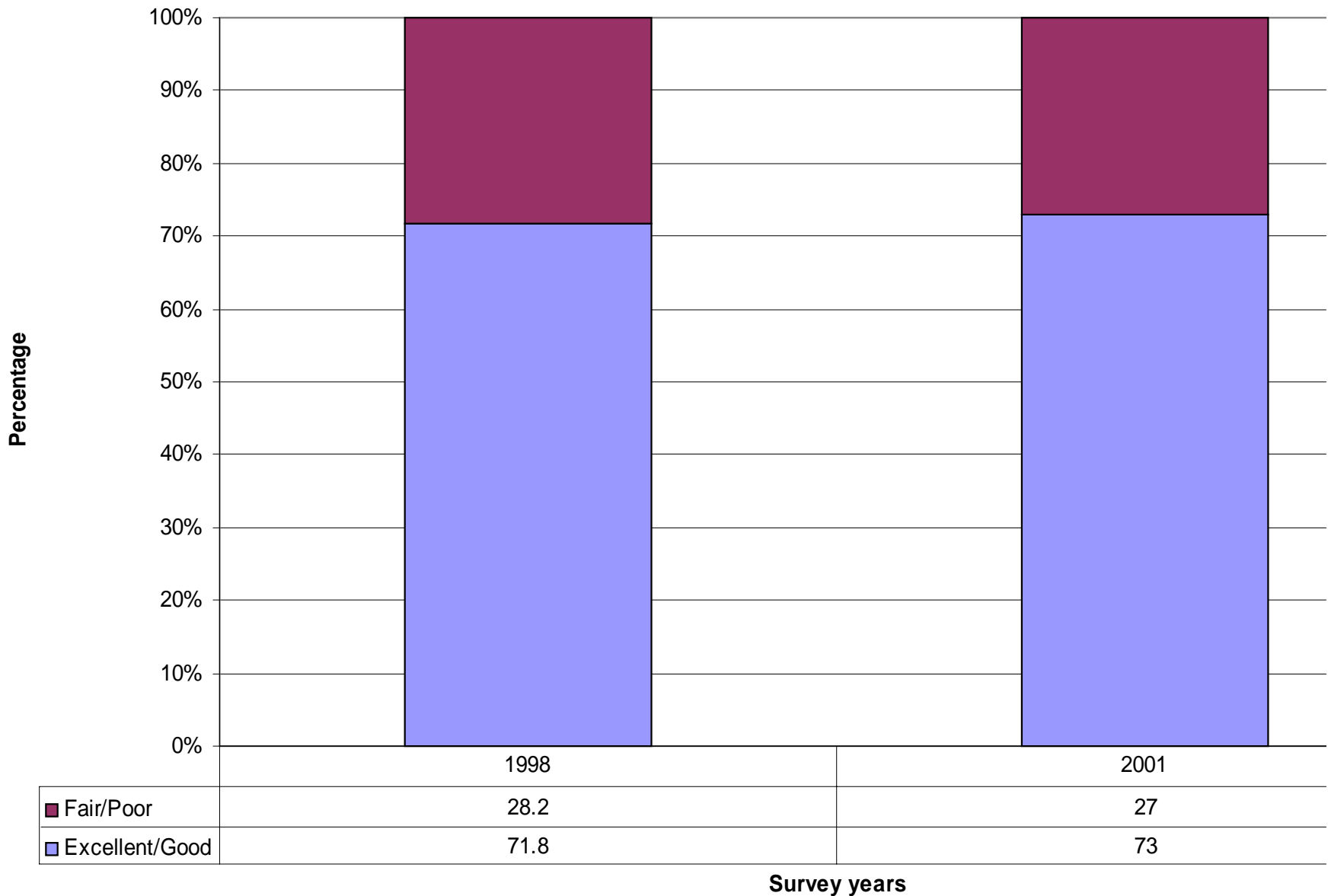
| | | |
|----------------|------|------|
| | 1998 | 2001 |
| Fair/Poor | 28.2 | 24.5 |
| Excellent/Good | 71.8 | 75.5 |

Survey years

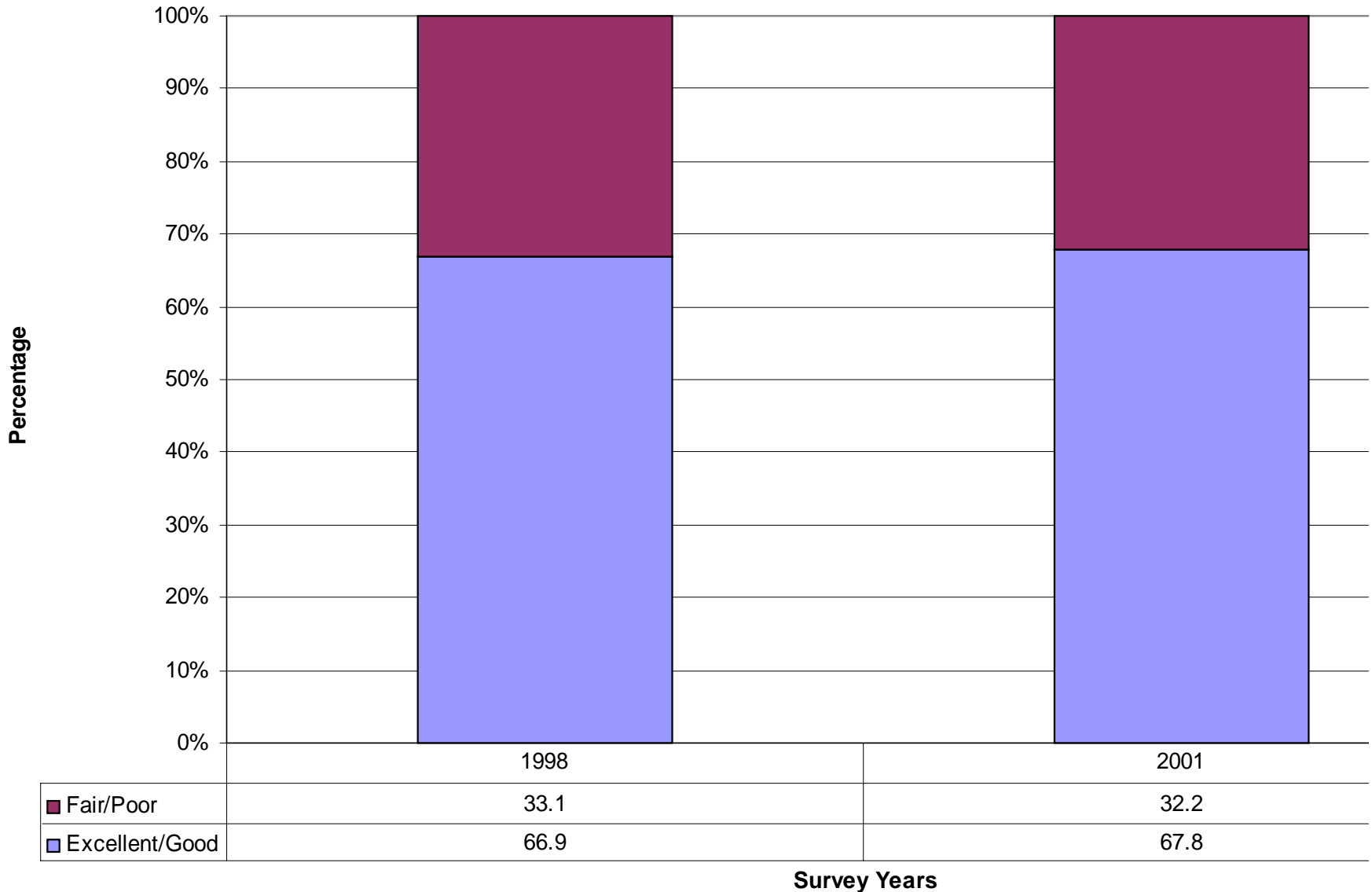
41. On a scale of 1-10 (10 being best), how would you rate the quality of services provided by Chesterfield County?



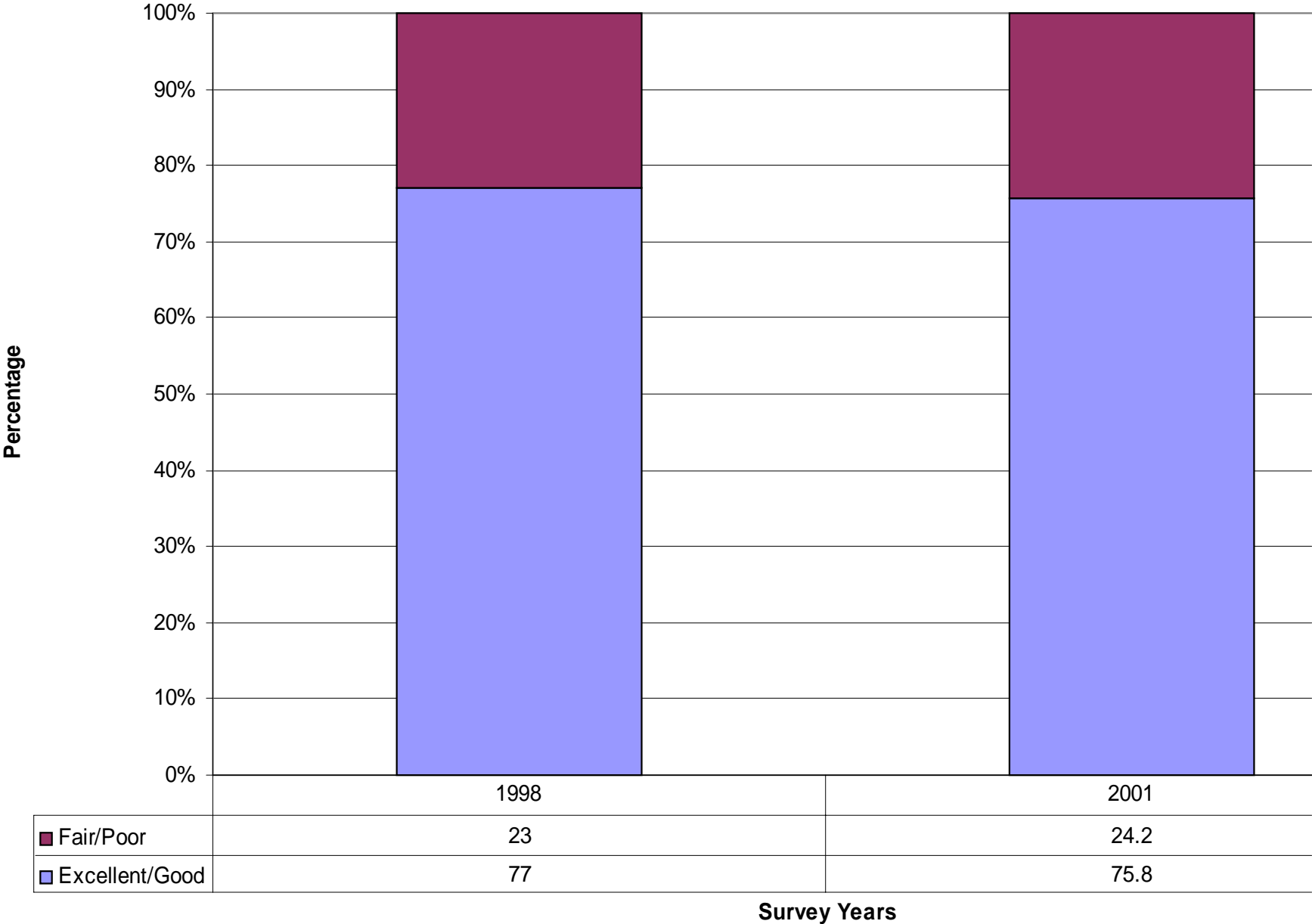
42a. How would you rate Chesterfield County employees in regard to knowledge about county services?



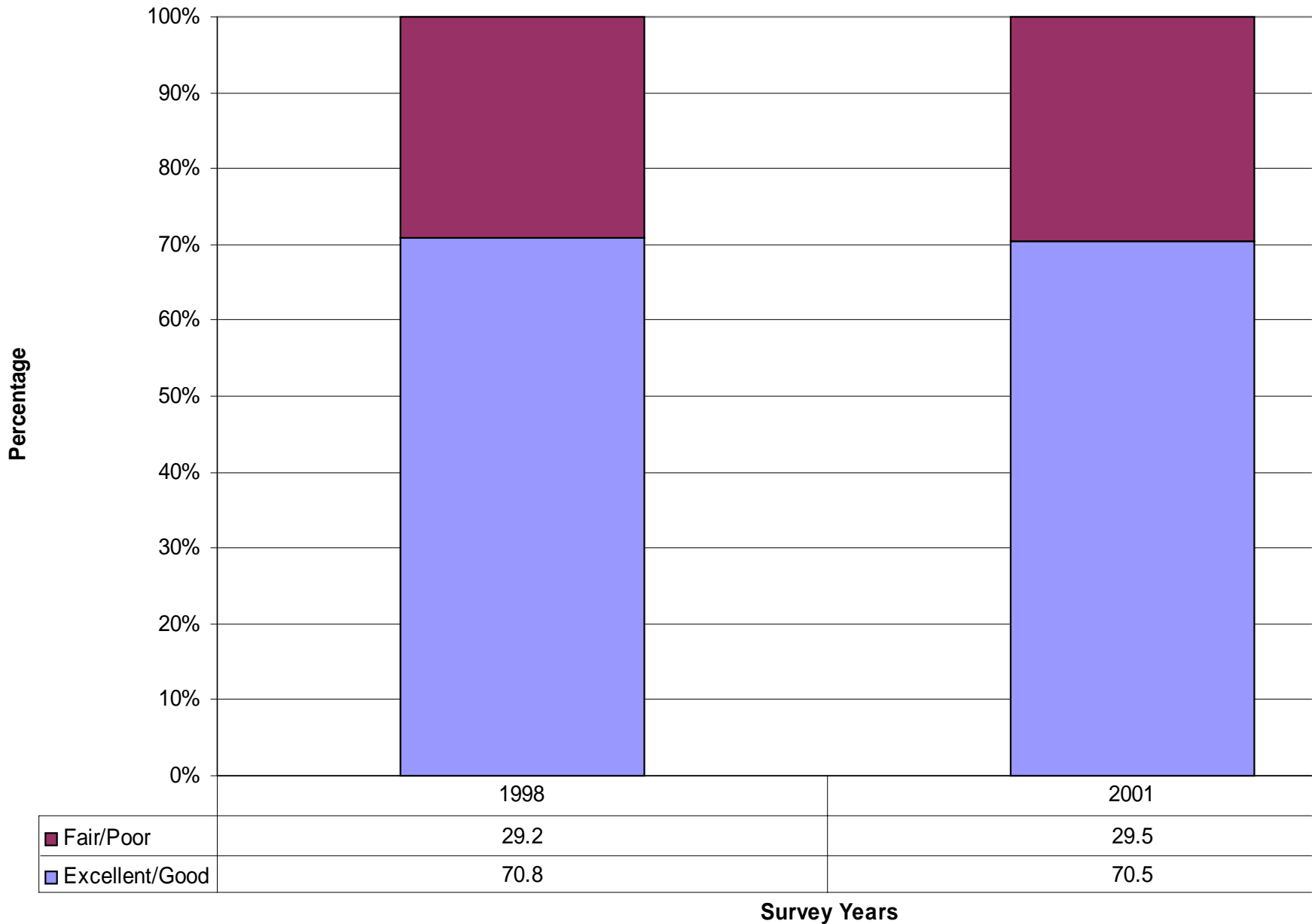
42b. How would you rate Chesterfield County employees in regard to timeliness in responding to your questions and requests?



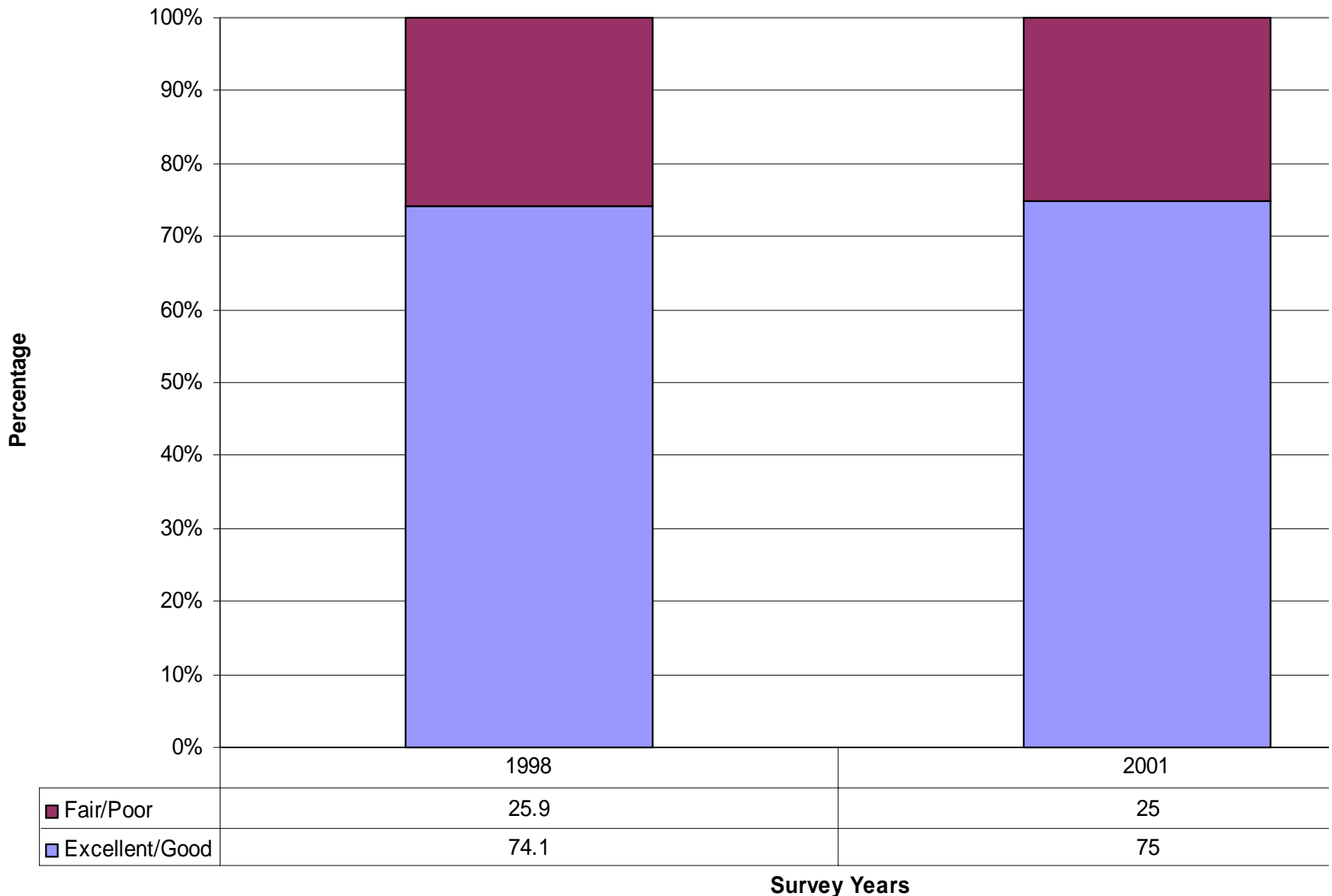
42c. How would you rate Chesterfield County employees in regard to courtesy?



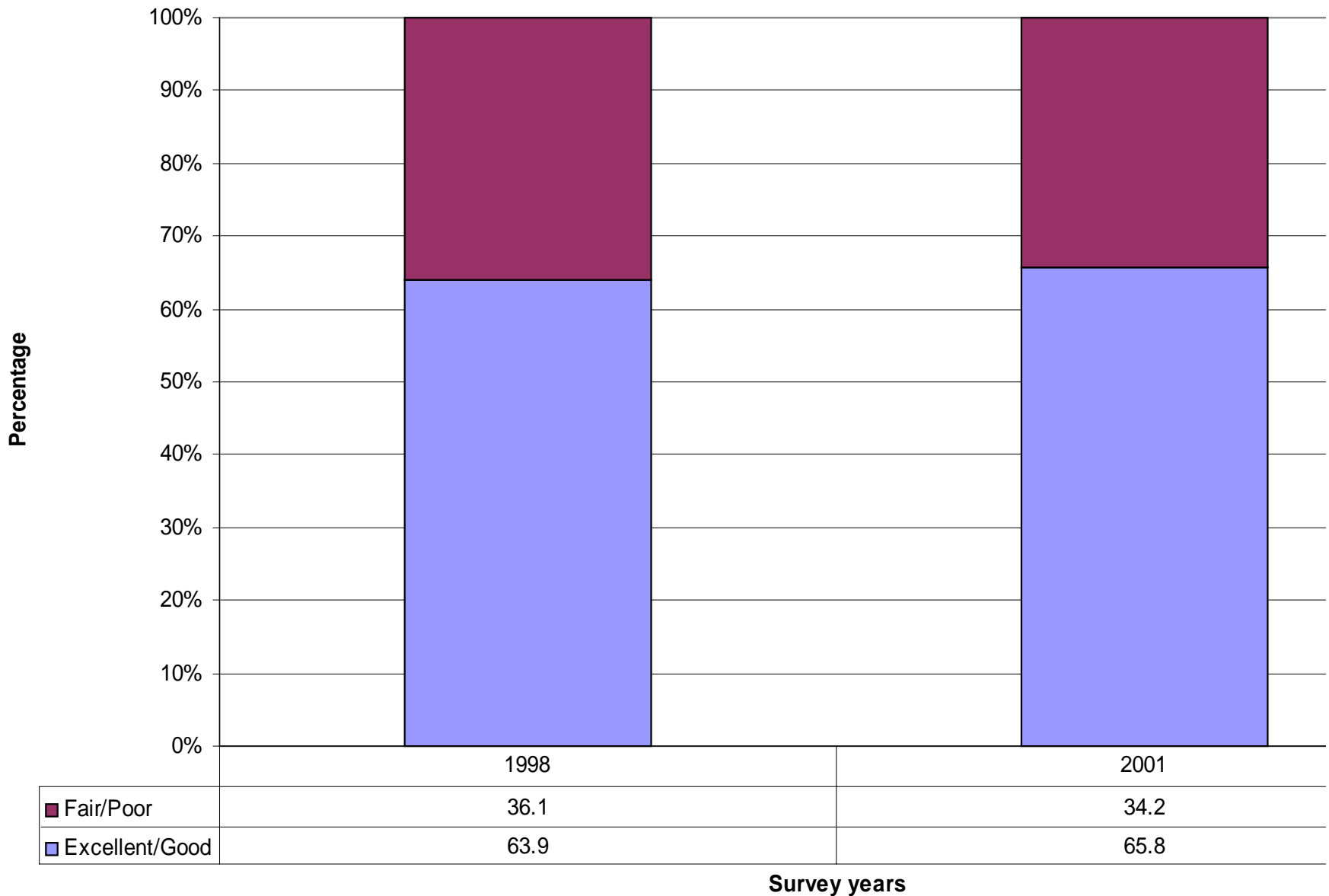
42d. How would you rate Chesterfield County employees in regard to communication ability?



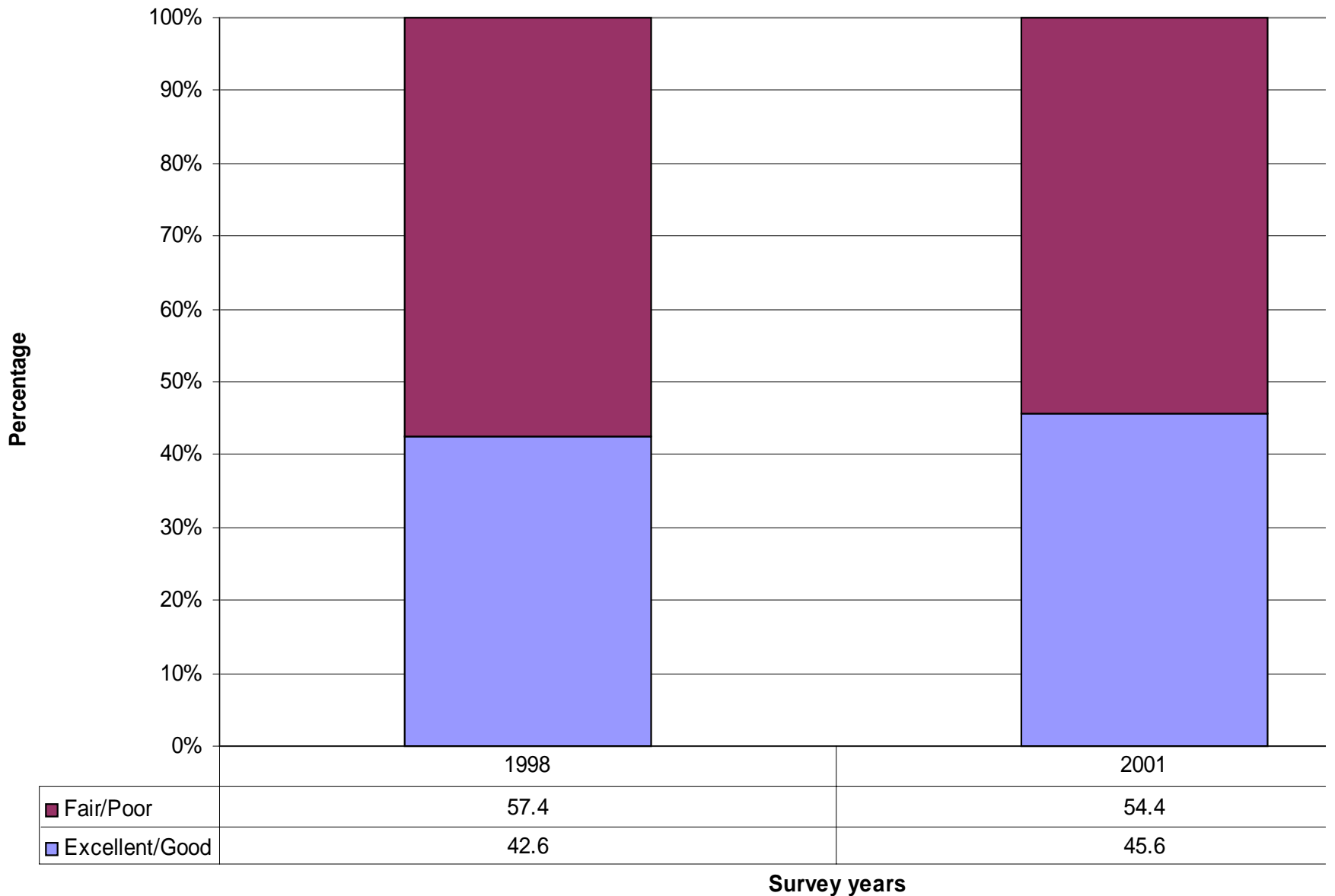
42e. How would you rate Chesterfield County Employees in regard to professionalism when conducting business?



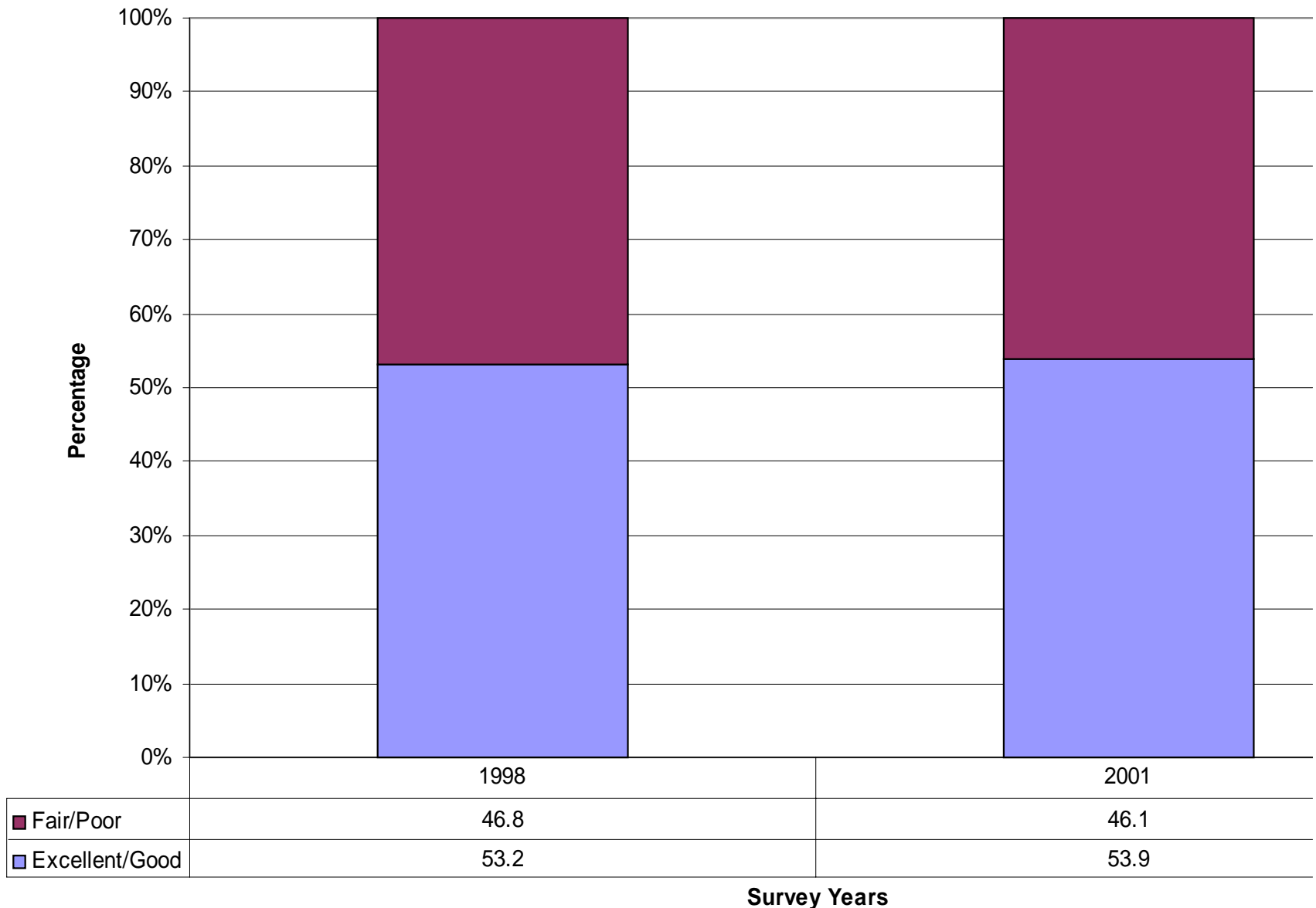
42f. How would you rate Chesterfield County Employees in regard to reliability--follow through on promises and commitments?



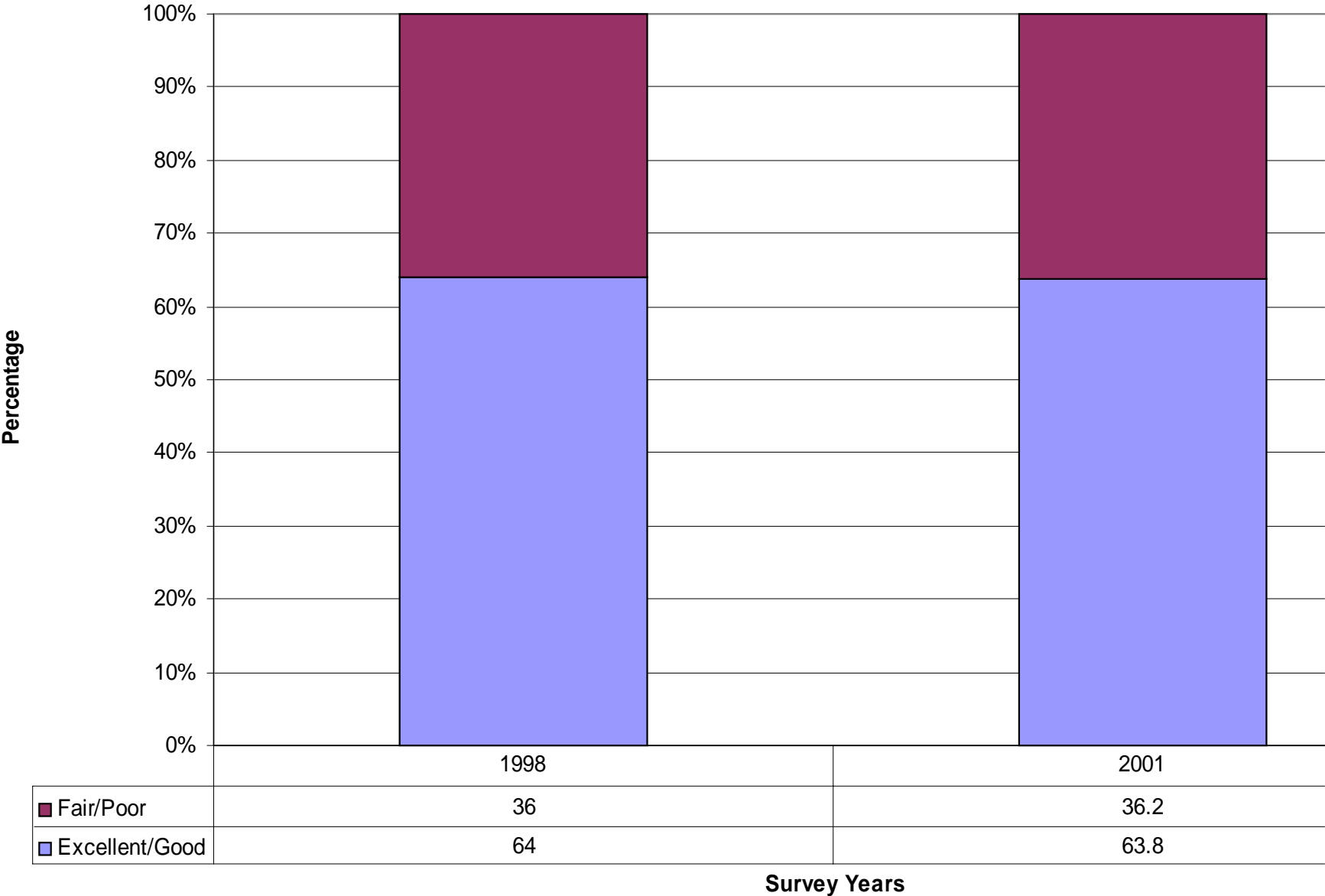
42g. How would you rate Chesterfield County Employees in regard to exceeding your expectations—going the extra mile?



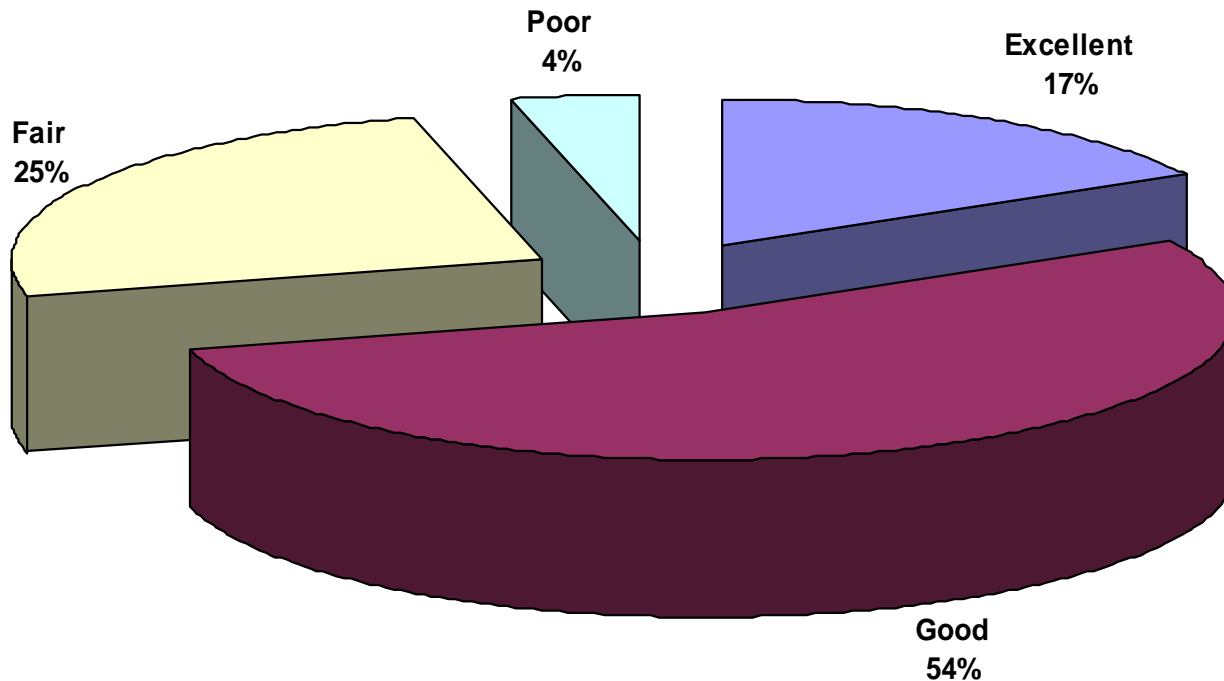
42h. How would you rate Chesterfield County Employees in regard to accessibility--easy to reach or contact?



42i. How would you rate Chesterfield County Employees in regard to ability to direct your calls to the appropriate person/department?

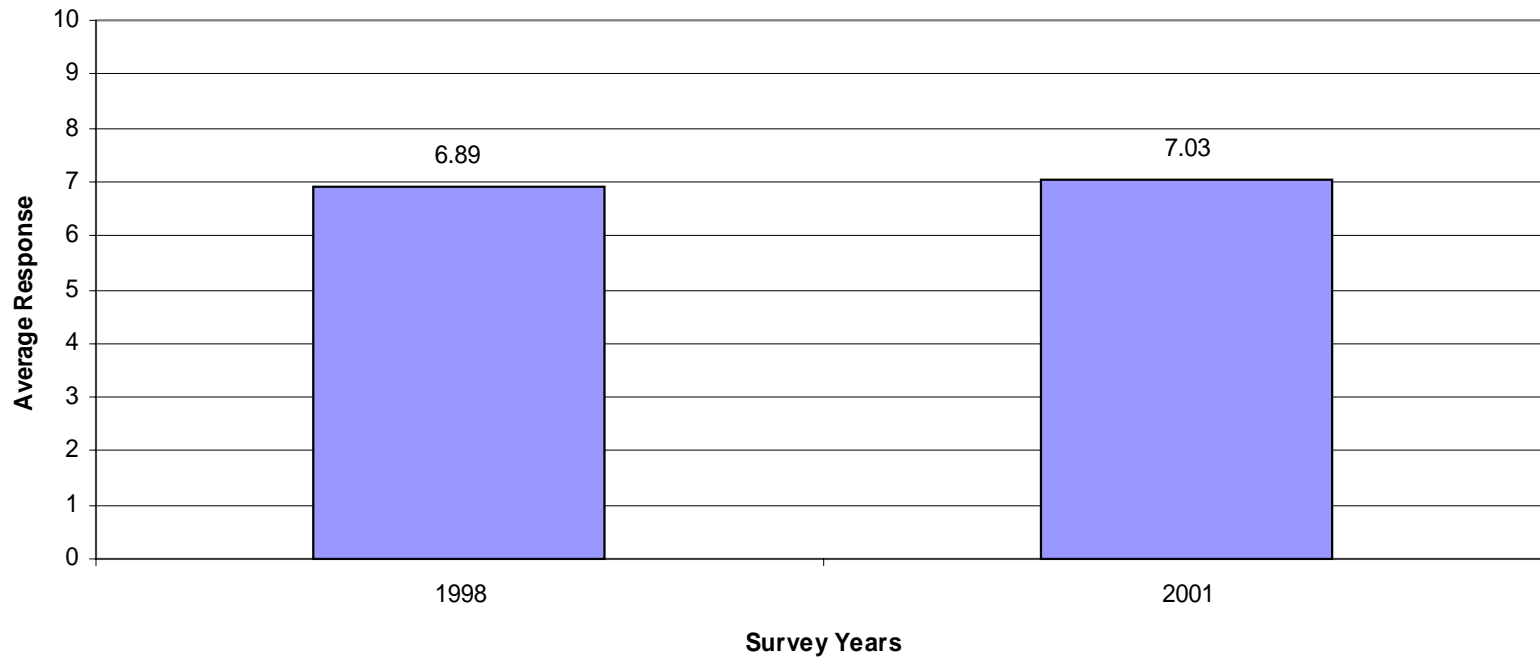


42j. How would you rate Chesterfield County Employees in regard to Ethics and Integrity?

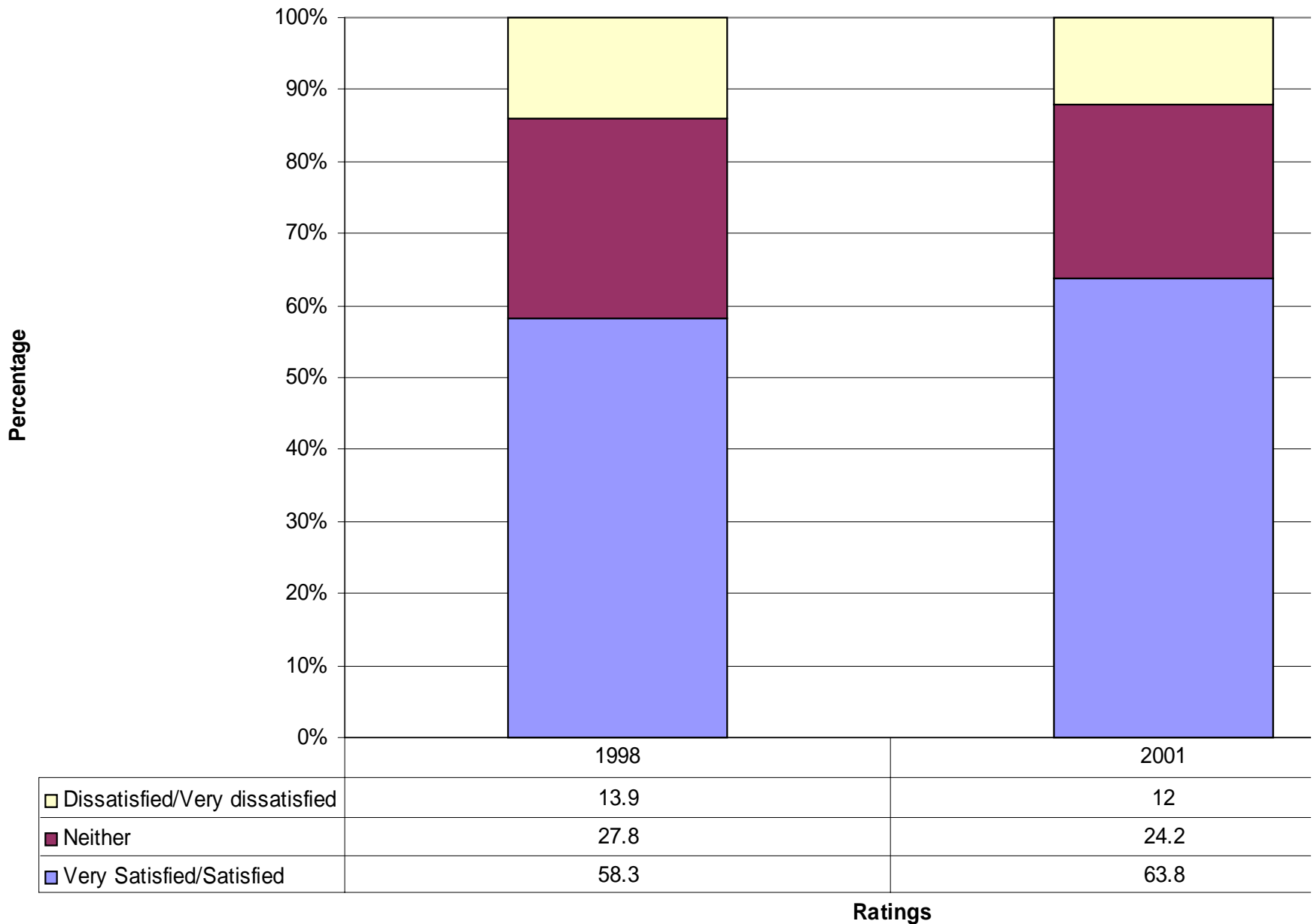


Note: Not measured in 1986 or 1998

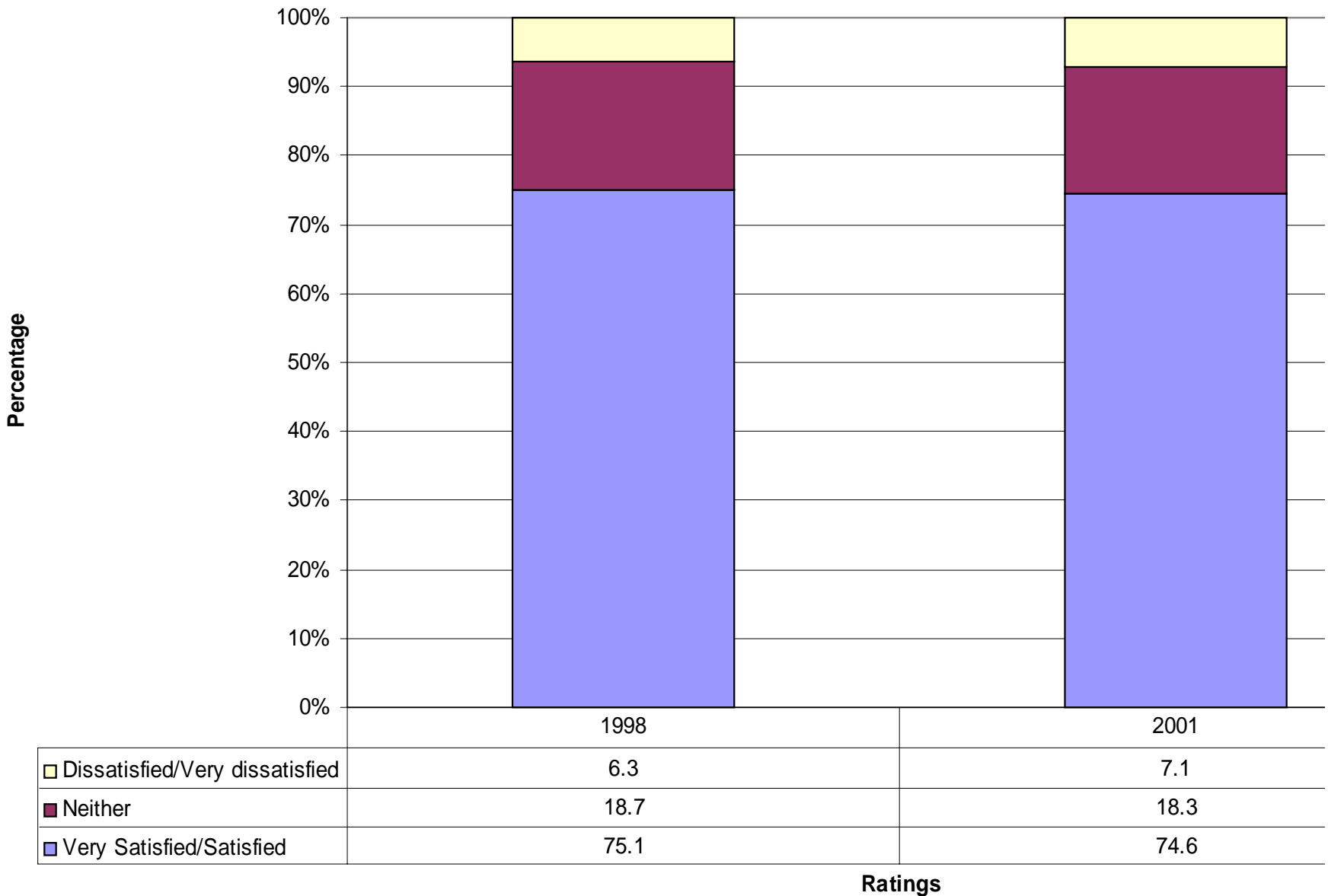
43. On a 1-10 scale(10 being best), how satisfied are you with "customer service" provided by Chesterfield County Employees?



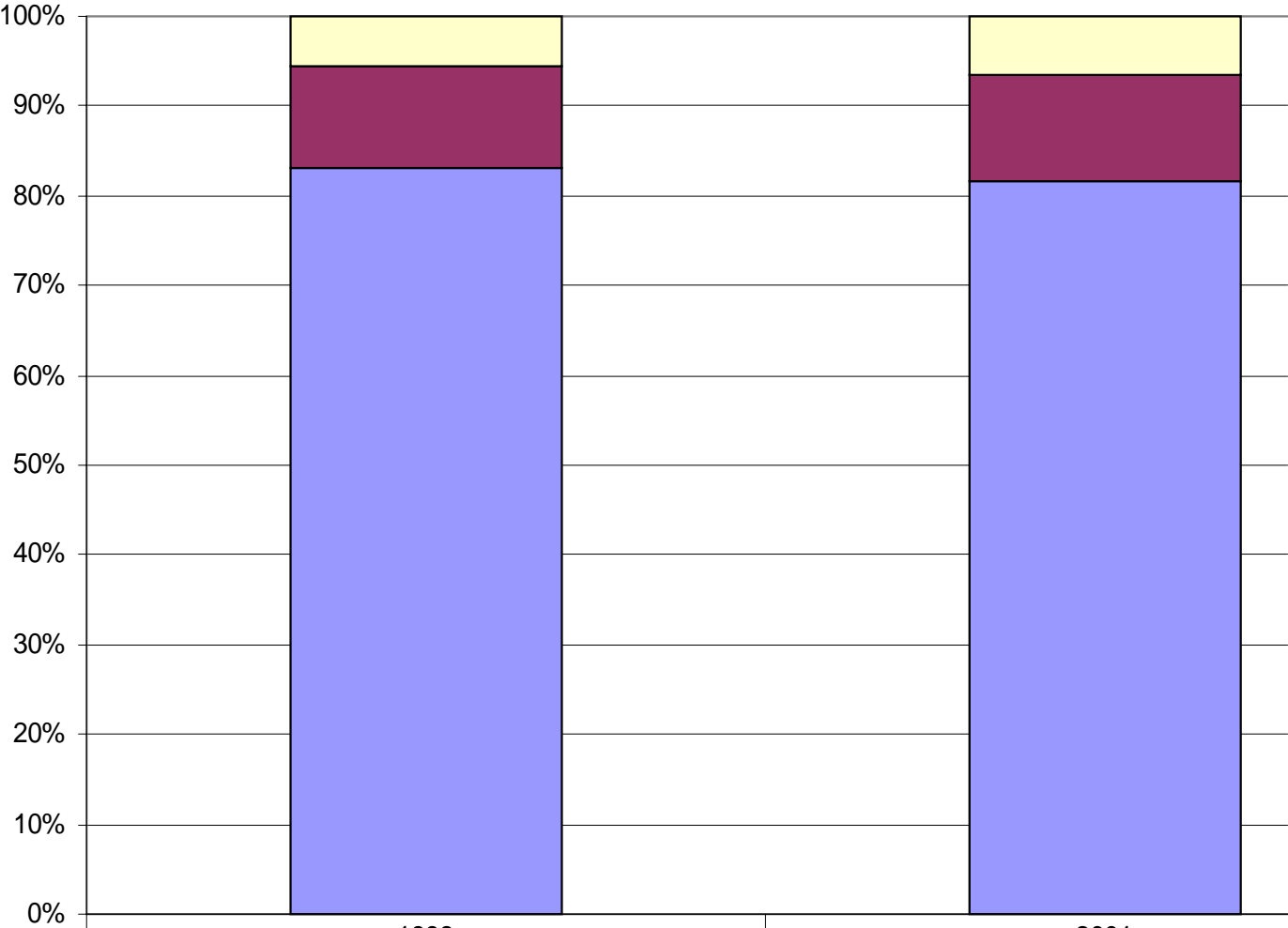
44a. How satisfied are you with Chesterfield County Recreation facilities?



44b. How satisfied are you with Entertainment provided in Chesterfield County--movie theaters, bowling alleys, skating rinks, etc.?



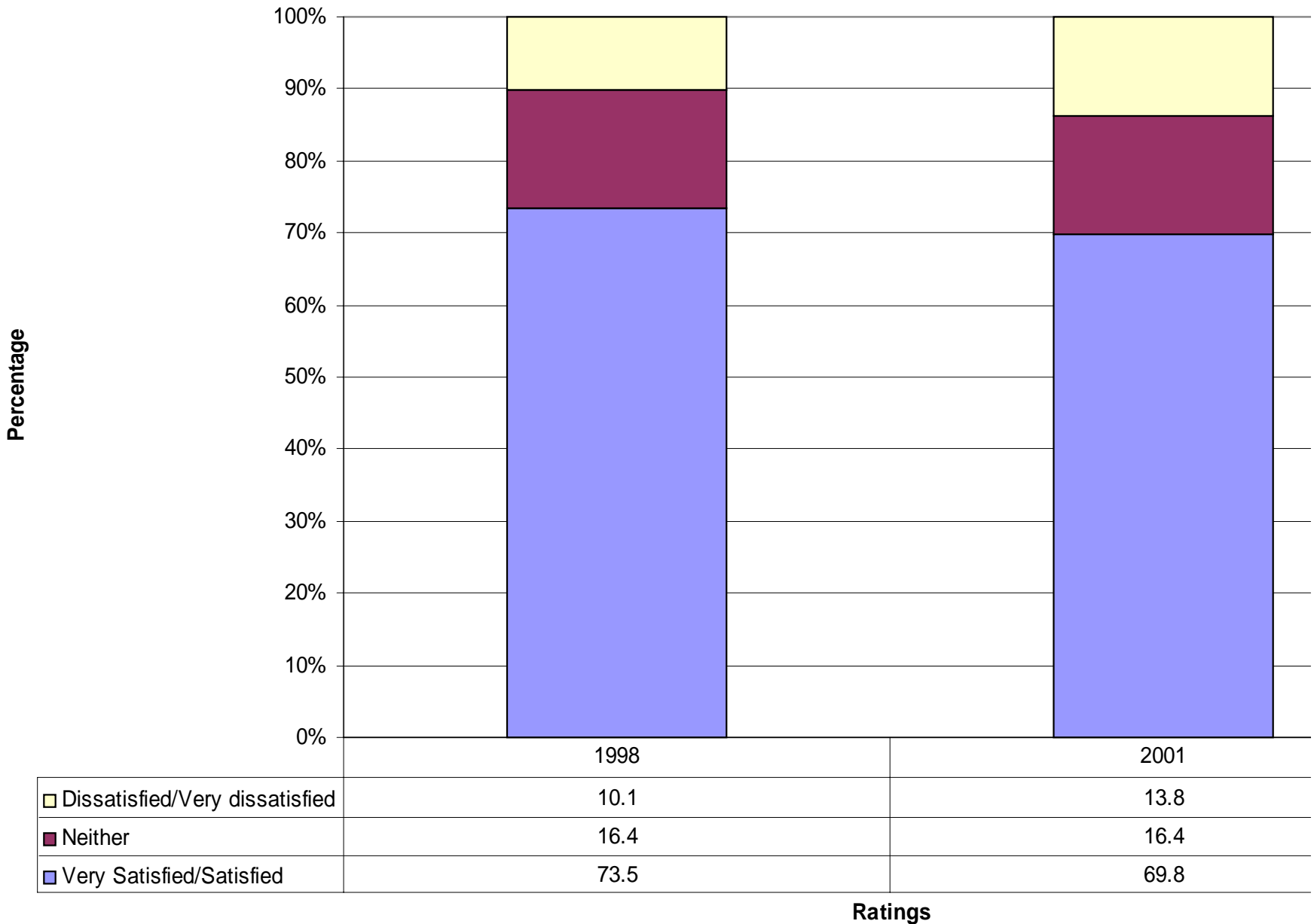
44c. How satisfied are you with Chesterfield County shopping opportunities?



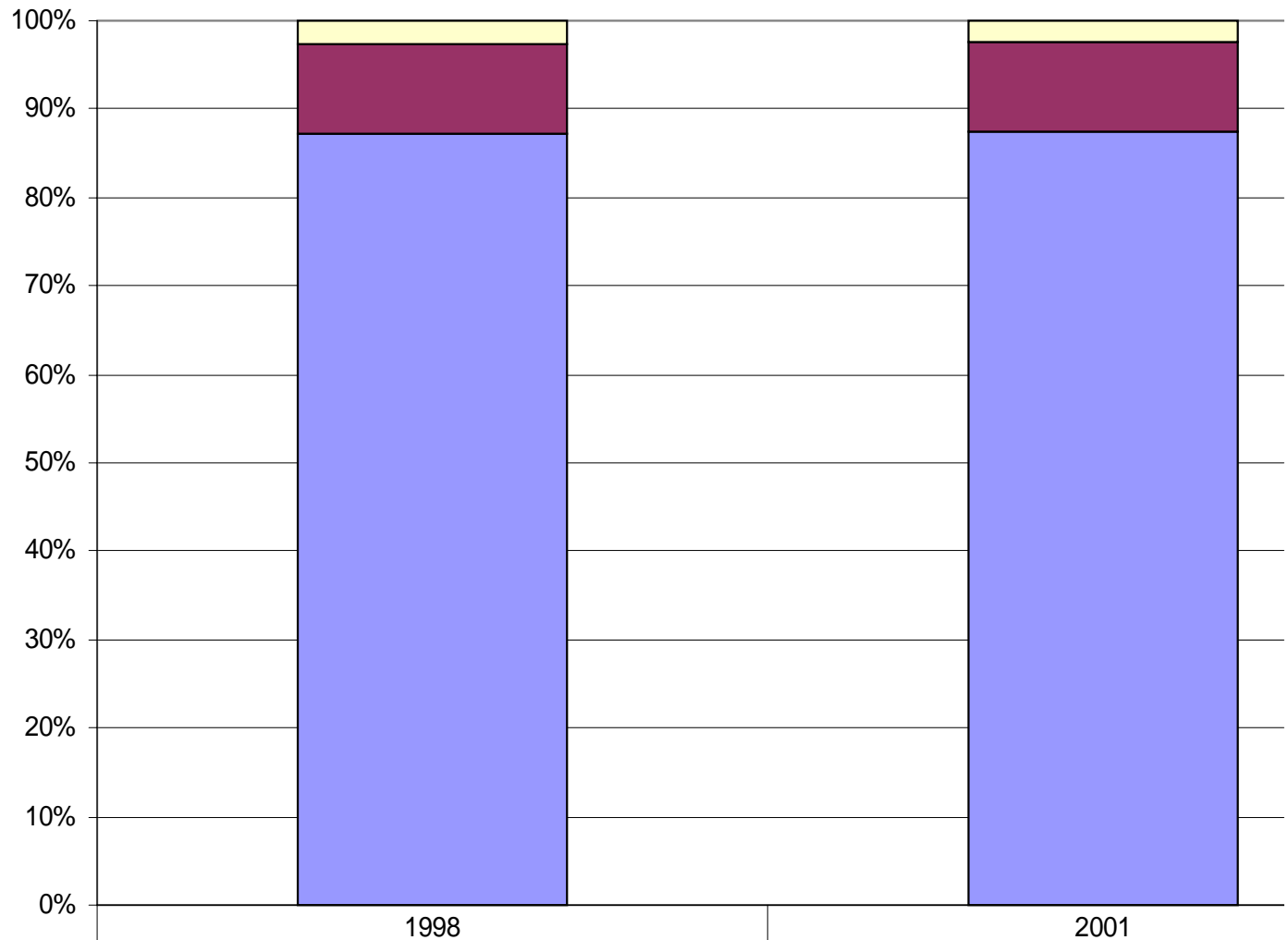
| | | |
|----------------------------------|------|------|
| ■ Dissatisfied/Very Dissatisfied | 5.5 | 6.6 |
| ■ Neither | 11.3 | 11.8 |
| ■ Very Satisfied/Satisfied | 83.2 | 81.6 |

Ratings

44d. How satisfied are you with Chesterfield County Dining opportunities?



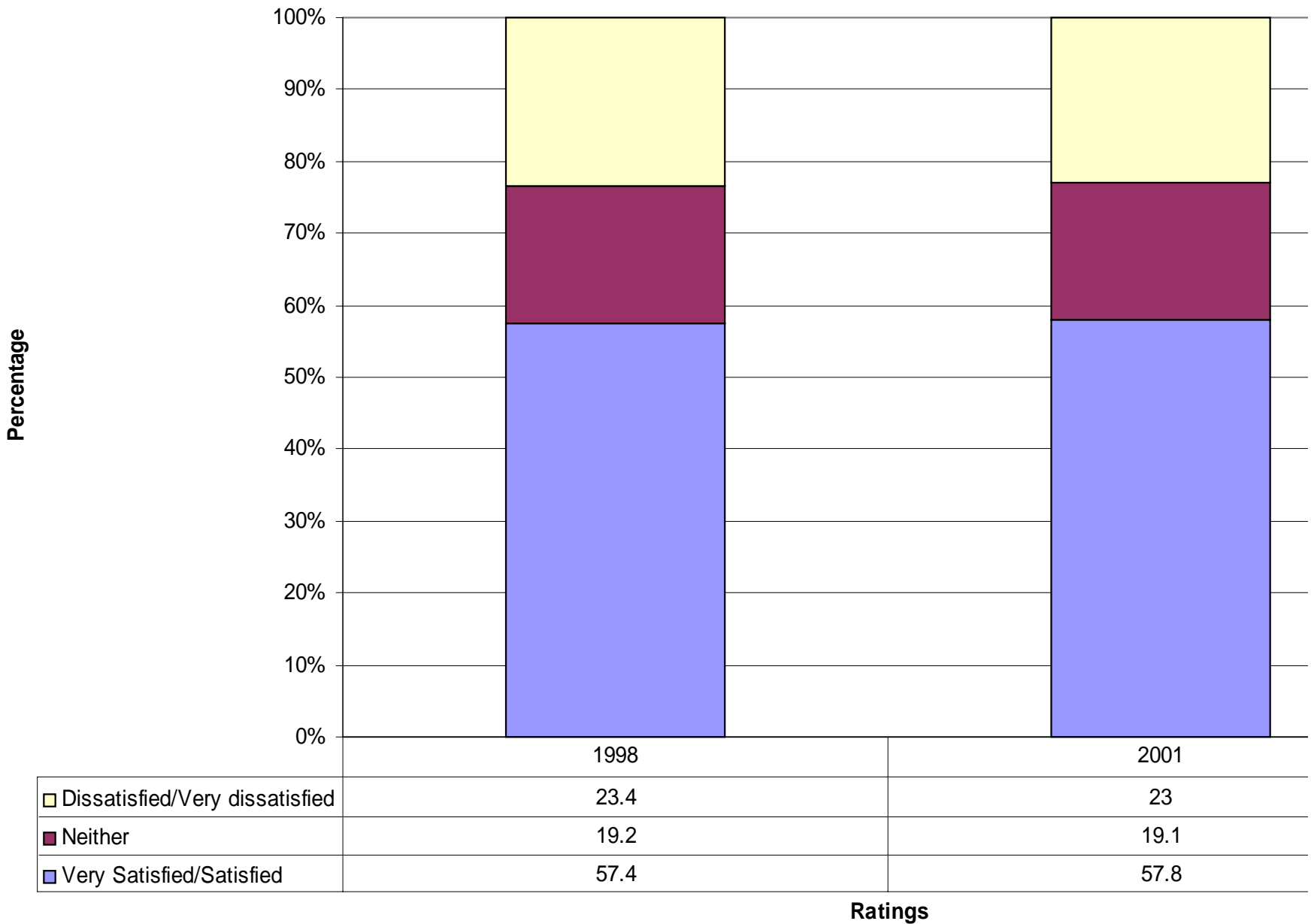
44e. How satisfied are you with Chesterfield County Religious opportunities?



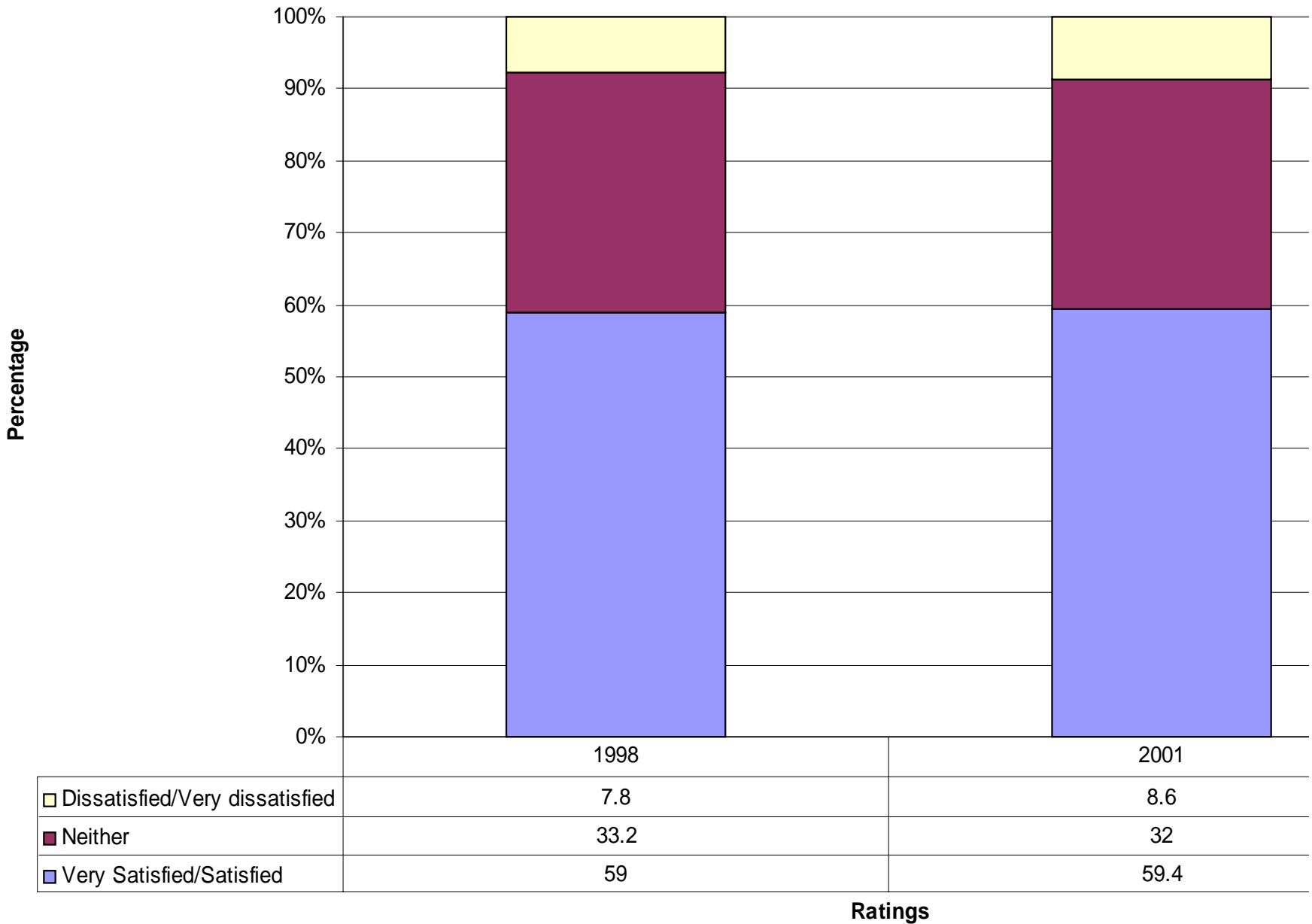
■ Dissatisfied/Very dissatisfied
■ Neither
■ Very Satisfied/Satisfied

Ratings

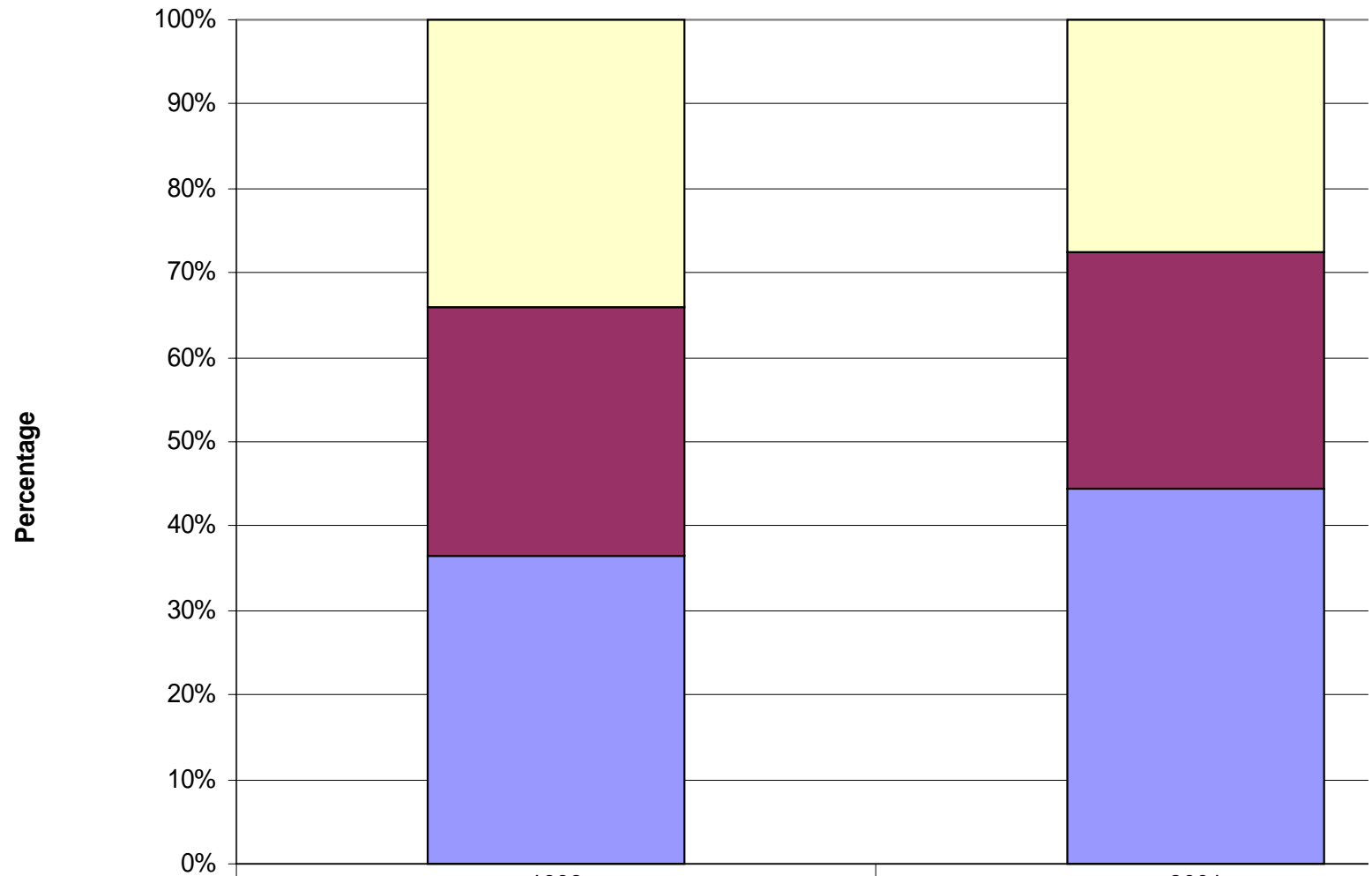
44f. How satisfied are you with Chesterfield County Cable television?



44g. How satisfied are you with Chesterfield County Museums/historical sites?



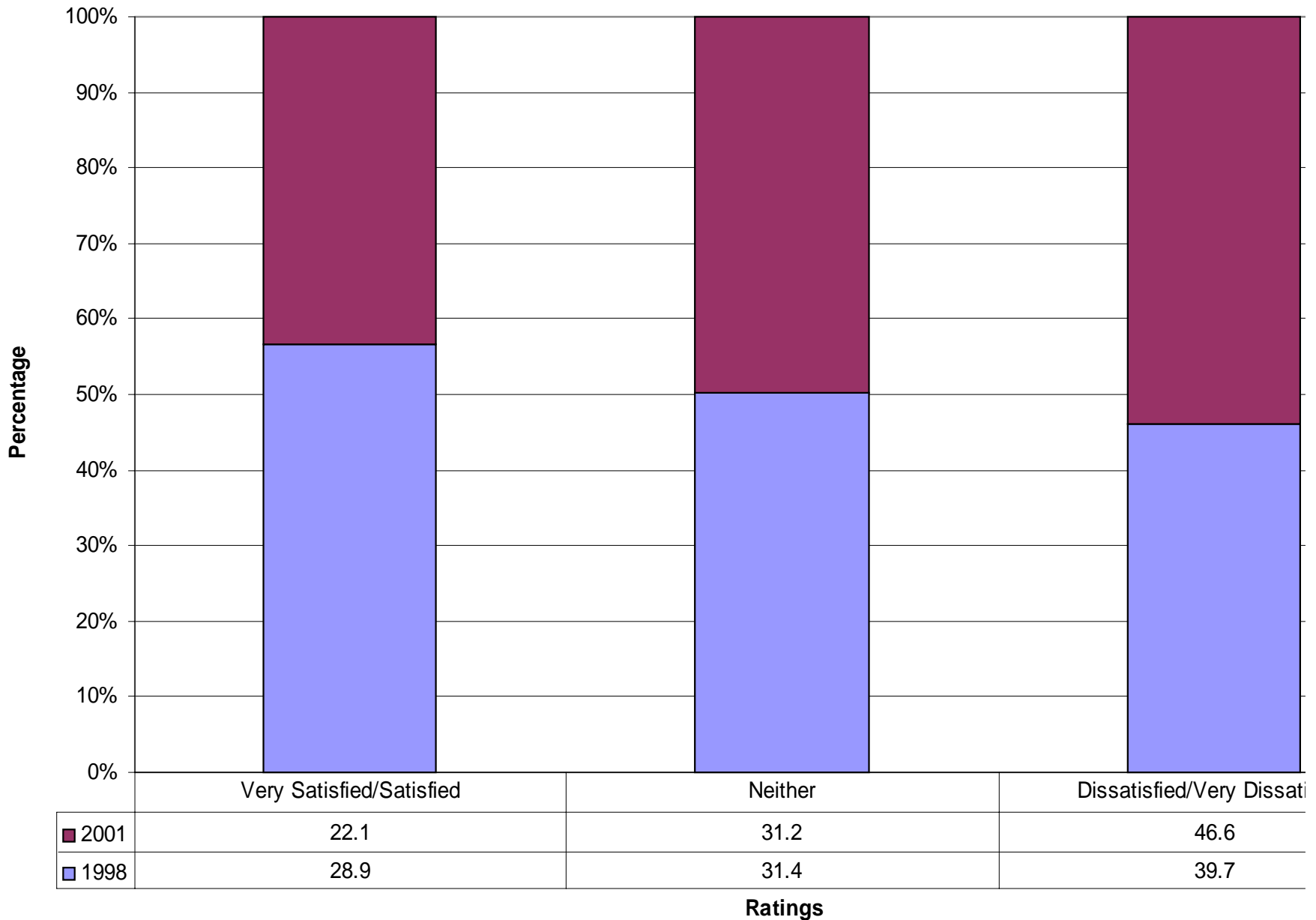
44h. How satisfied are you with Chesterfield County road maintenance?



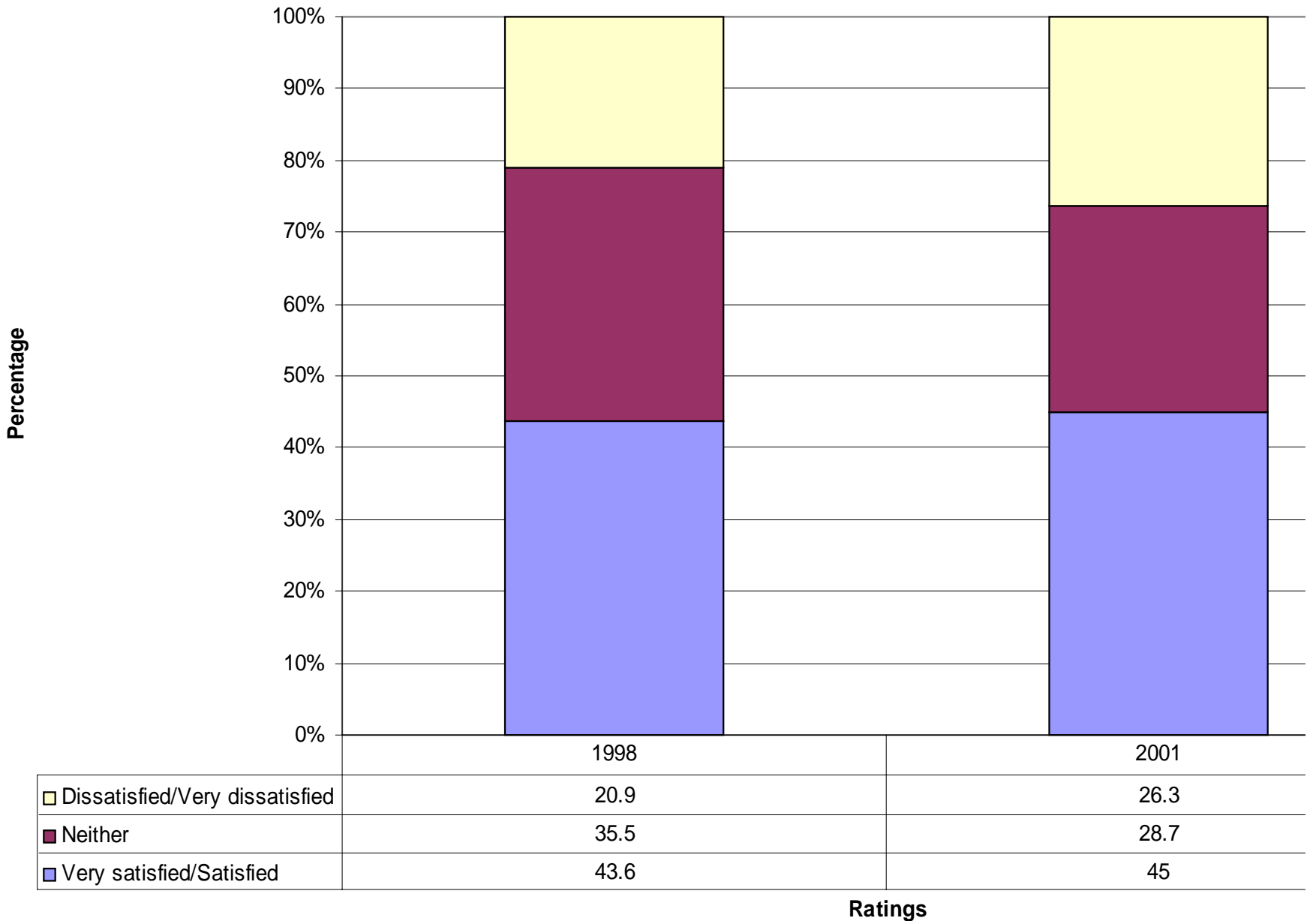
| | | |
|----------------------------------|------|------|
| | 1998 | 2001 |
| ■ Dissatisfied/Very dissatisfied | 34 | 27.6 |
| ■ Neither | 29.6 | 27.9 |
| ■ Very Satisfied/Satisfied | 36.4 | 44.5 |

Survey years

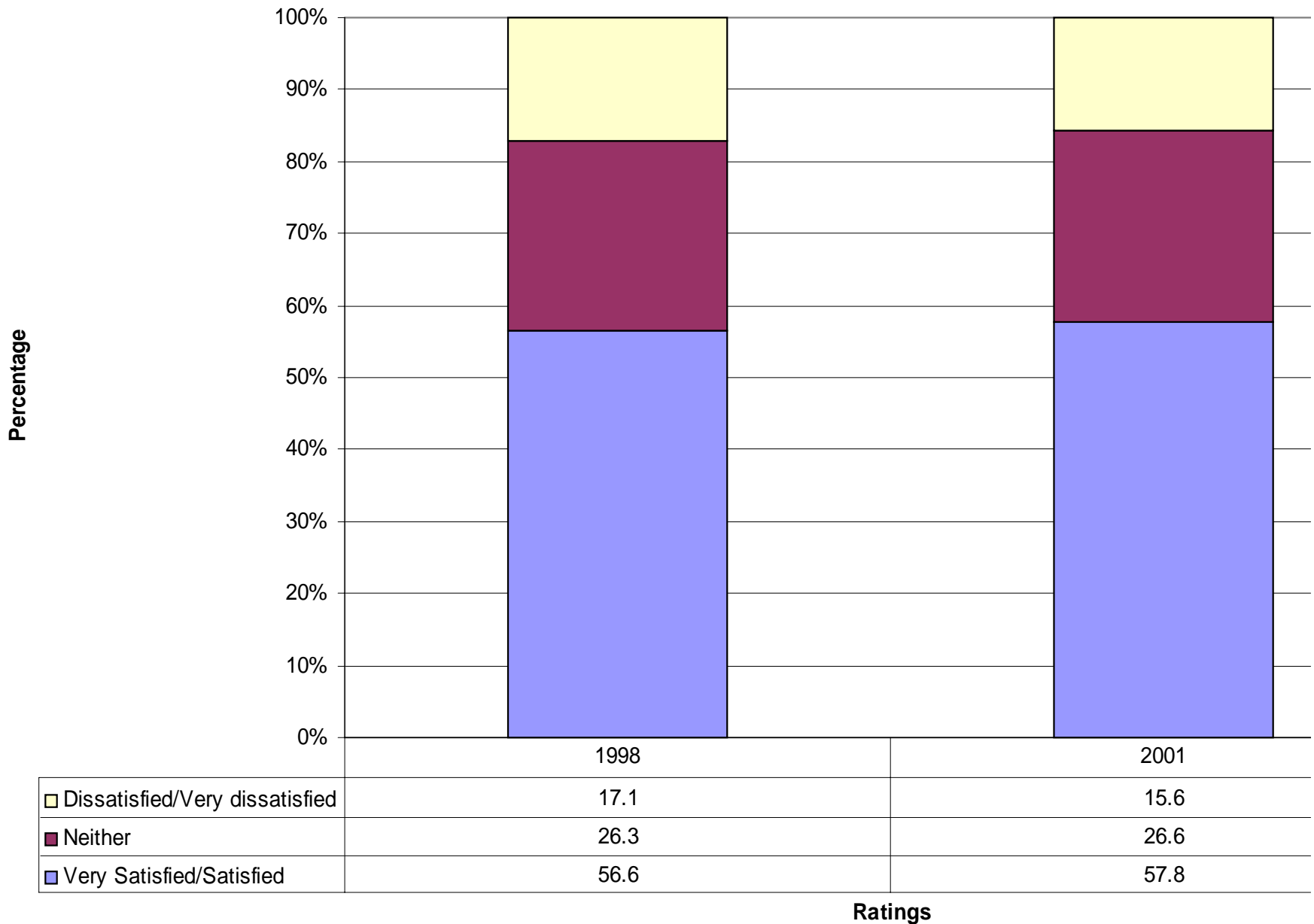
44i. How satisfied are you in regard to Chesterfield County highway congestion?



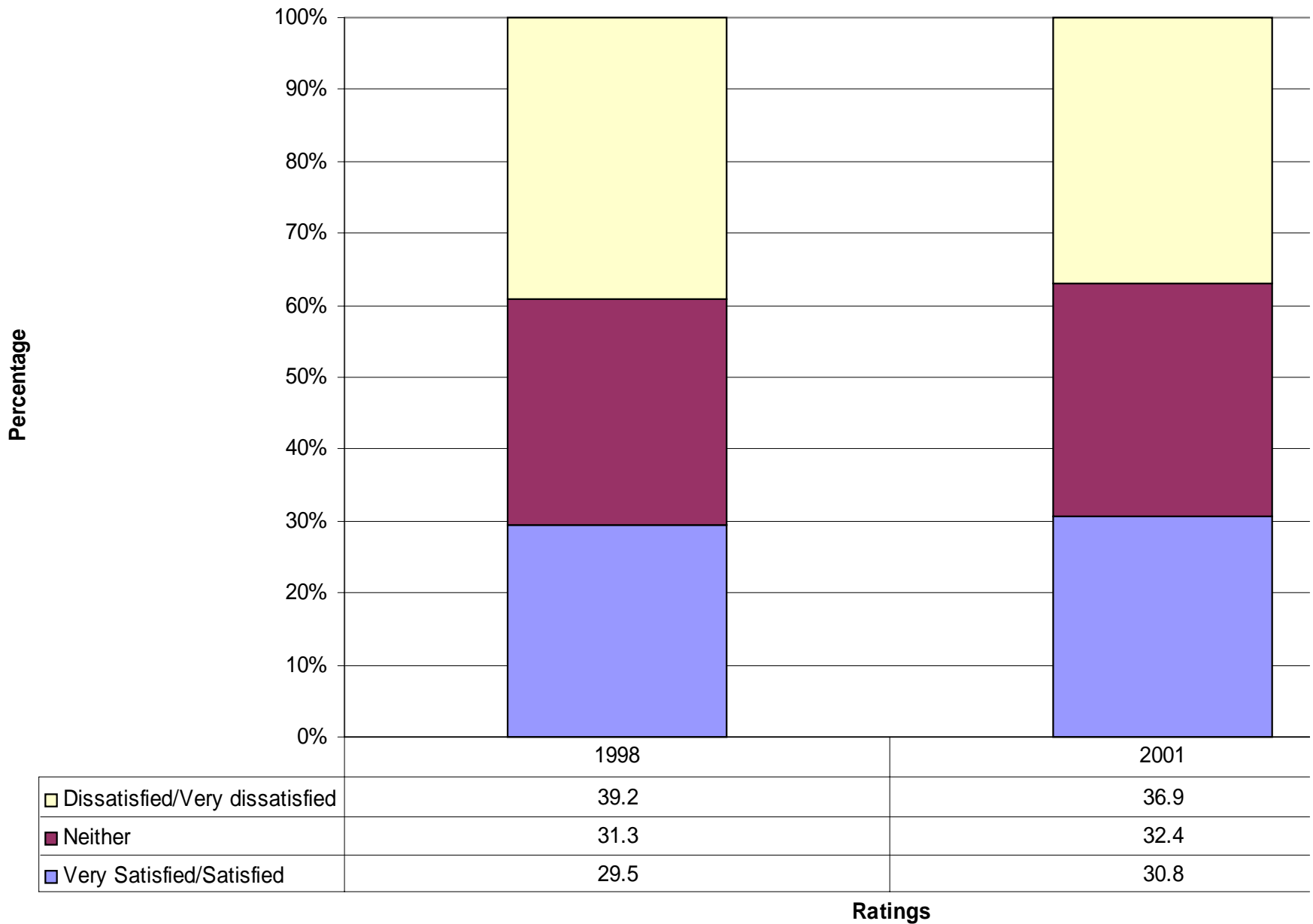
44j. How satisfied are you with Chesterfield County highway safety?



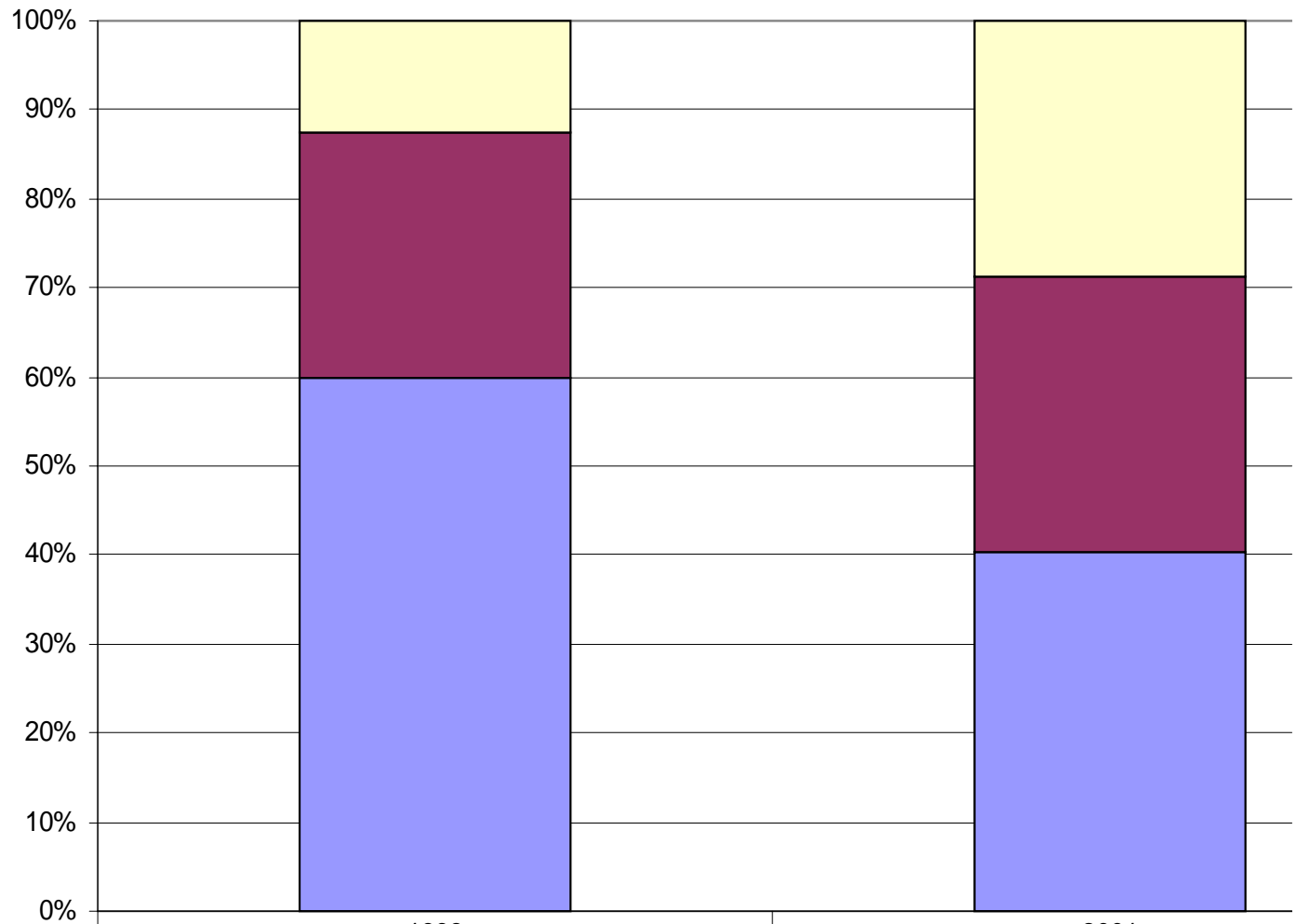
44k. How satisfied are you with safety at school bus stops in Chesterfield County?



44L. How satisfied are you with safety at Chesterfield County train stations?



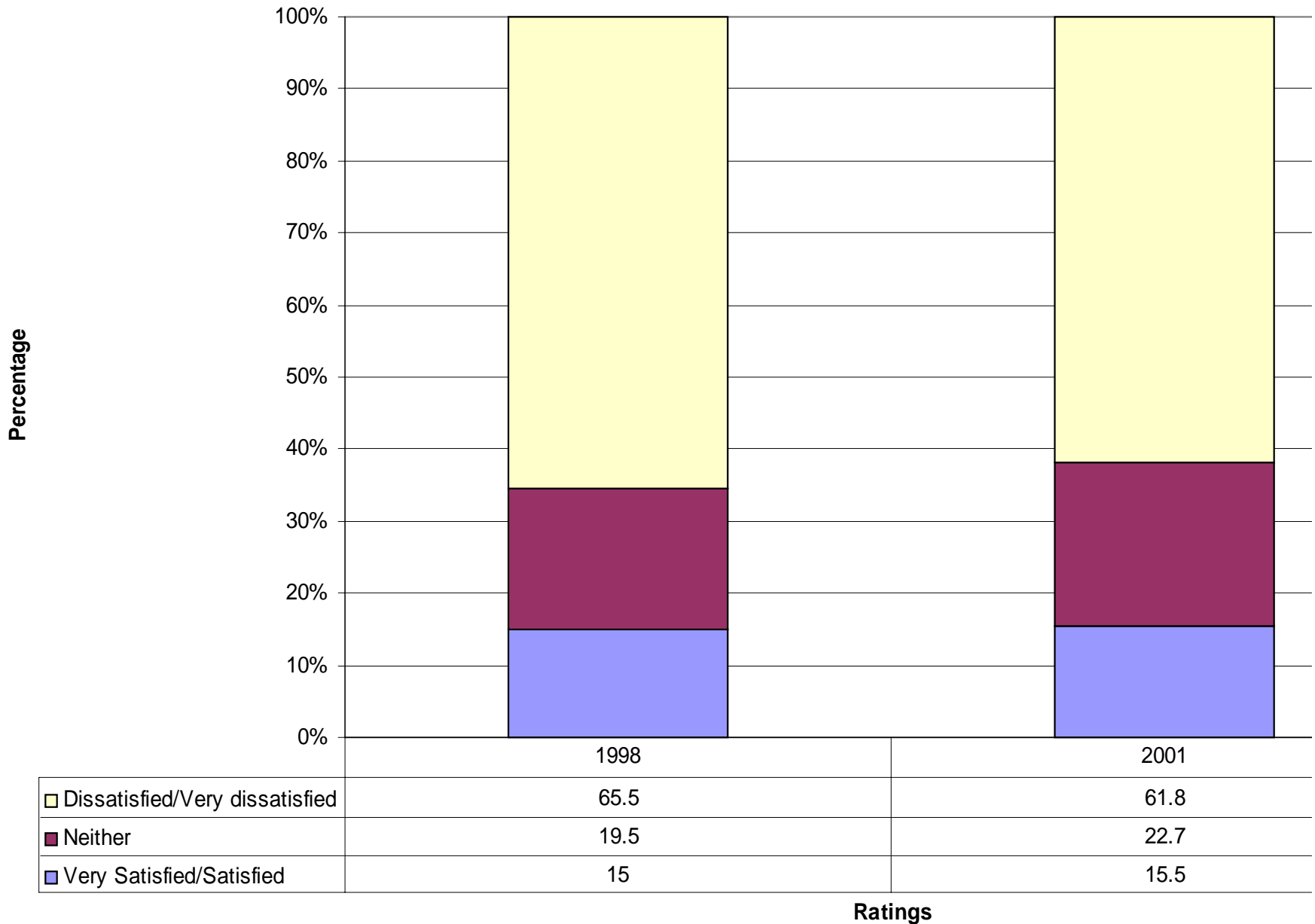
44m. How satisfied are you with access to Richmond Airport?



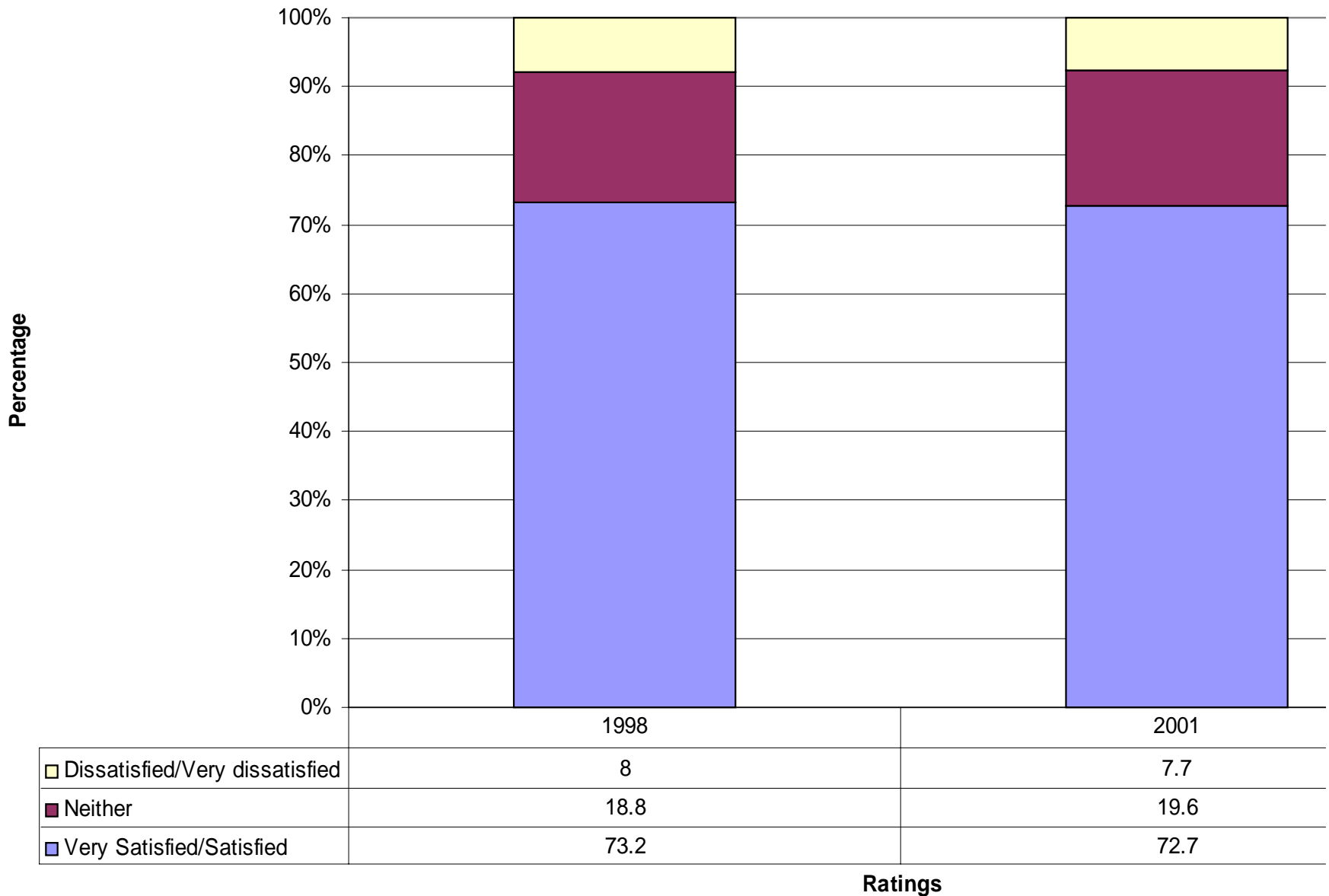
| | | |
|----------------------------------|------|------|
| ■ Dissatisfied/Very dissatisfied | 12.5 | 28.8 |
| ■ Neither | 27.5 | 30.8 |
| ■ Very Satisfied/Satisfied | 60 | 40.4 |

Ratings

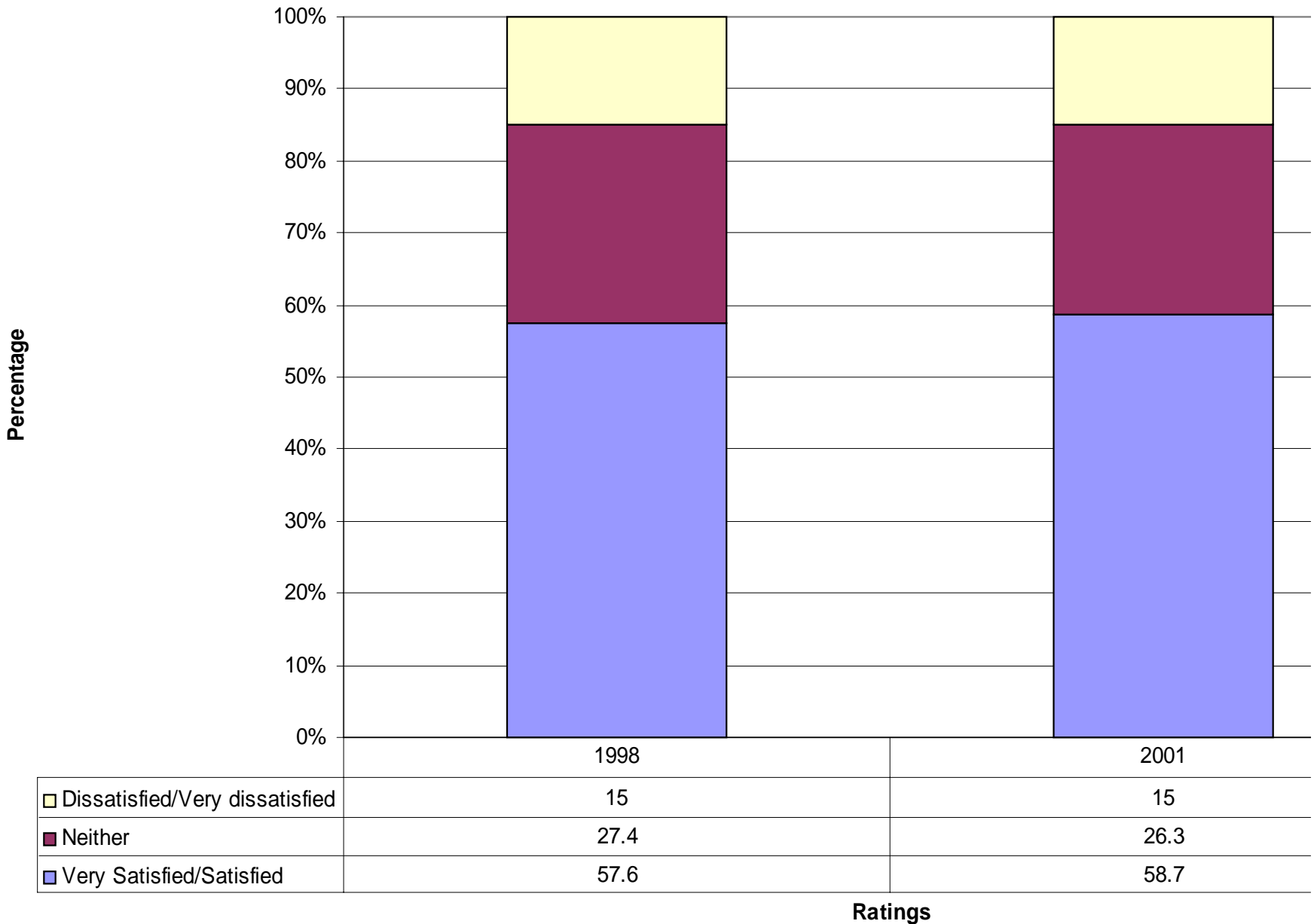
44n. How satisfied are you with tolls to finance highway construction in Chesterfield County?



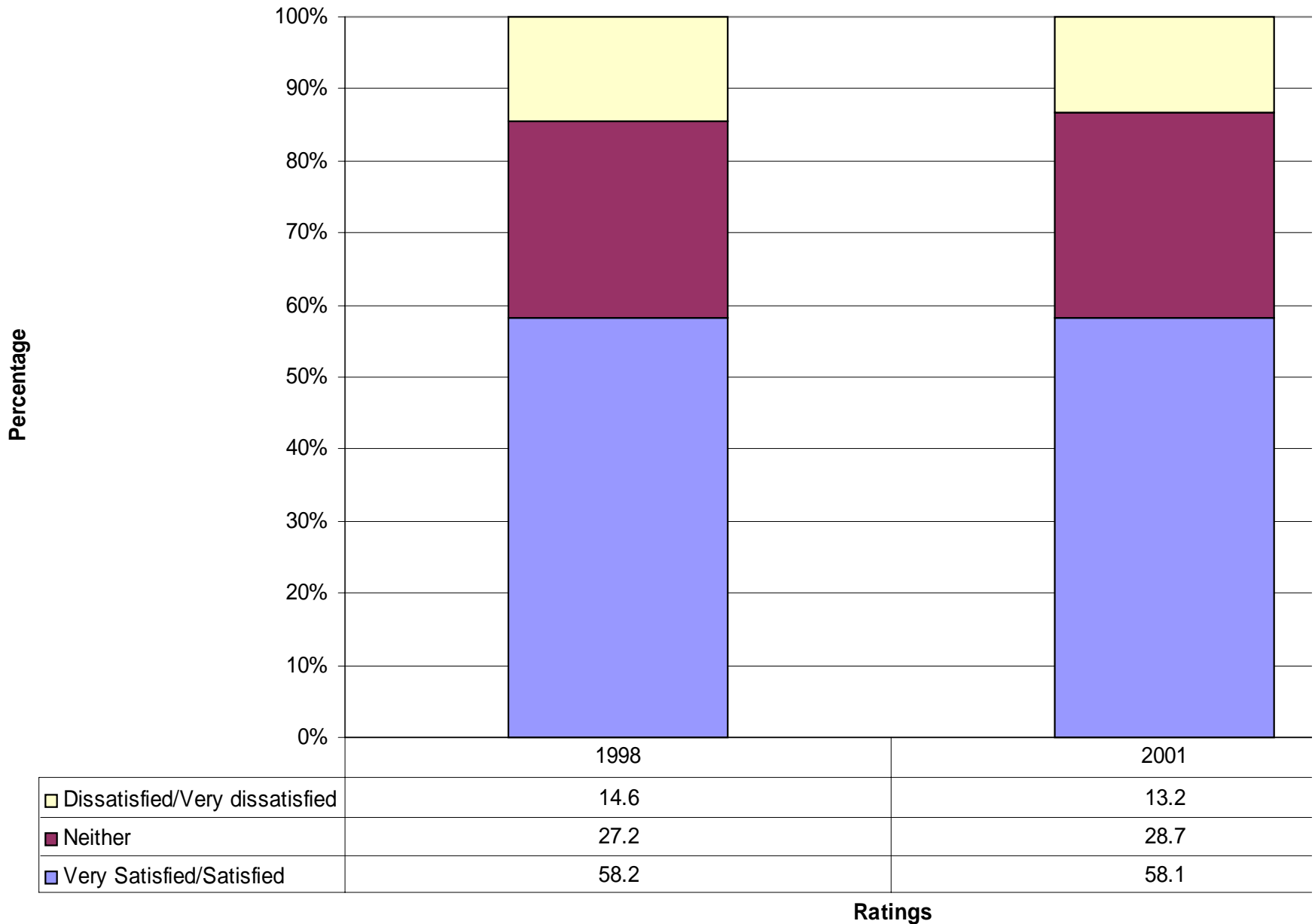
44o. How satisfied are you with availability of safe, affordable housing choices in Chesterfield County?



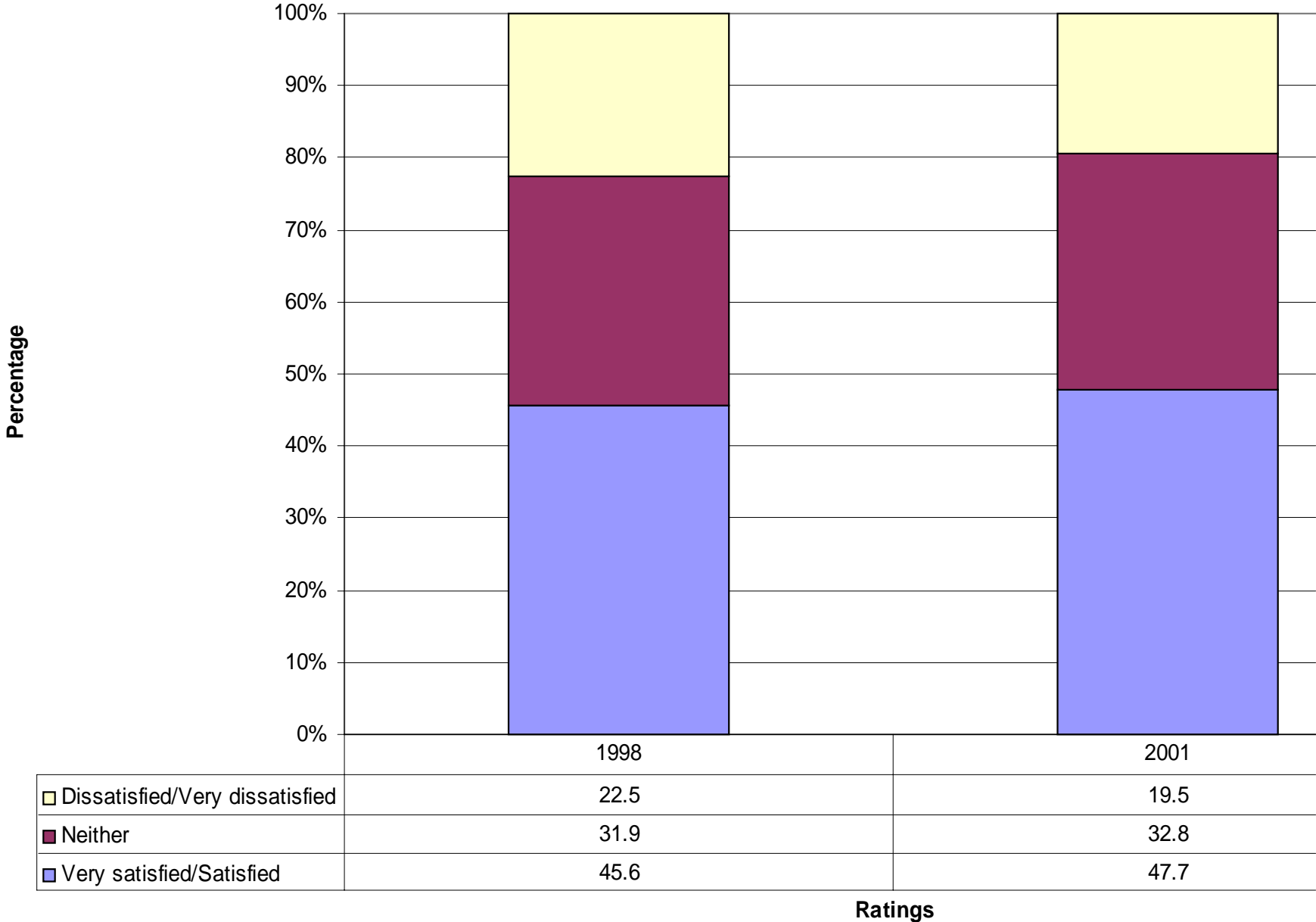
44p. How satisfied are you with the cost of living in Chesterfield County?



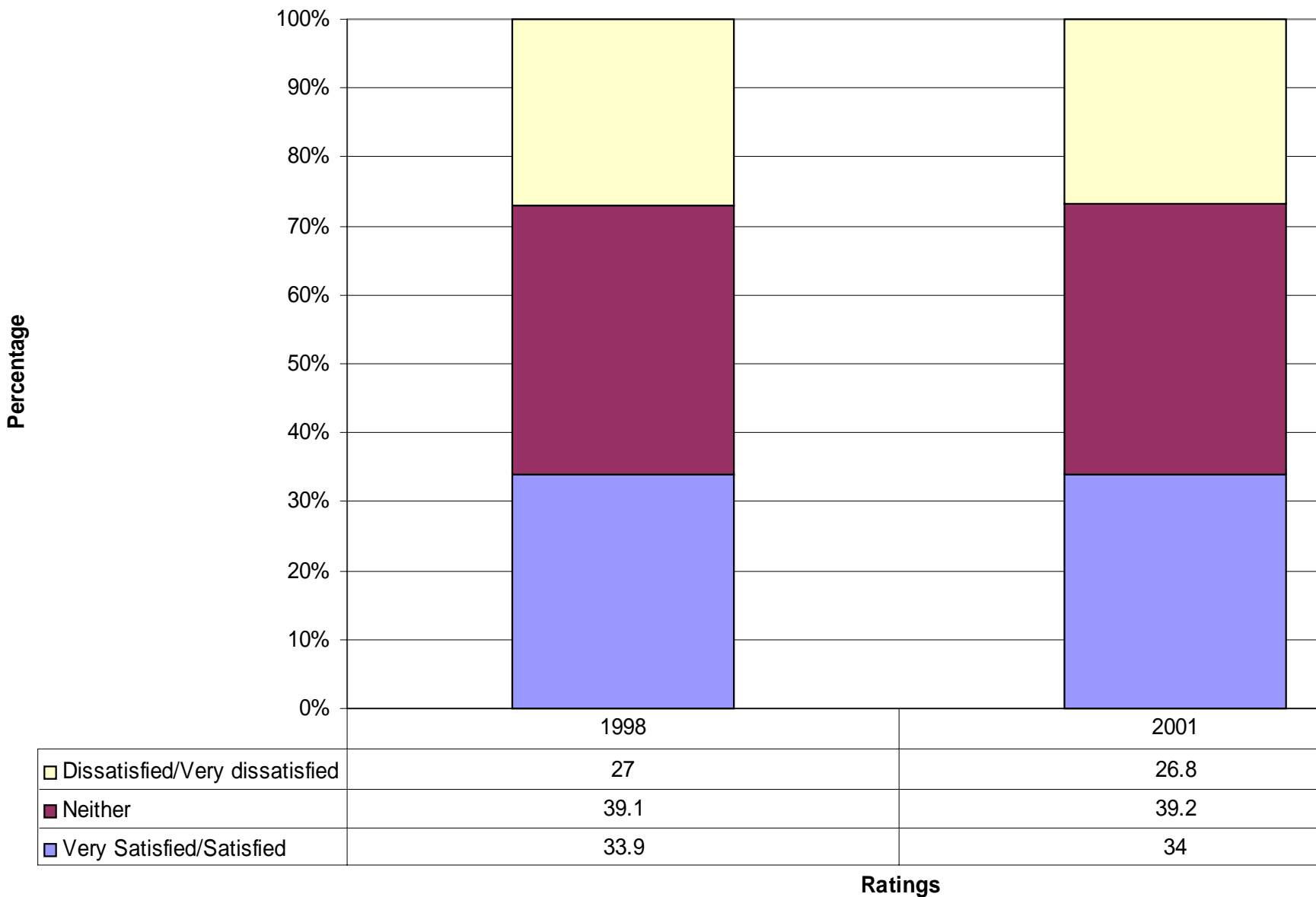
44q. How satisfied are you with job opportunities in Chesterfield County?



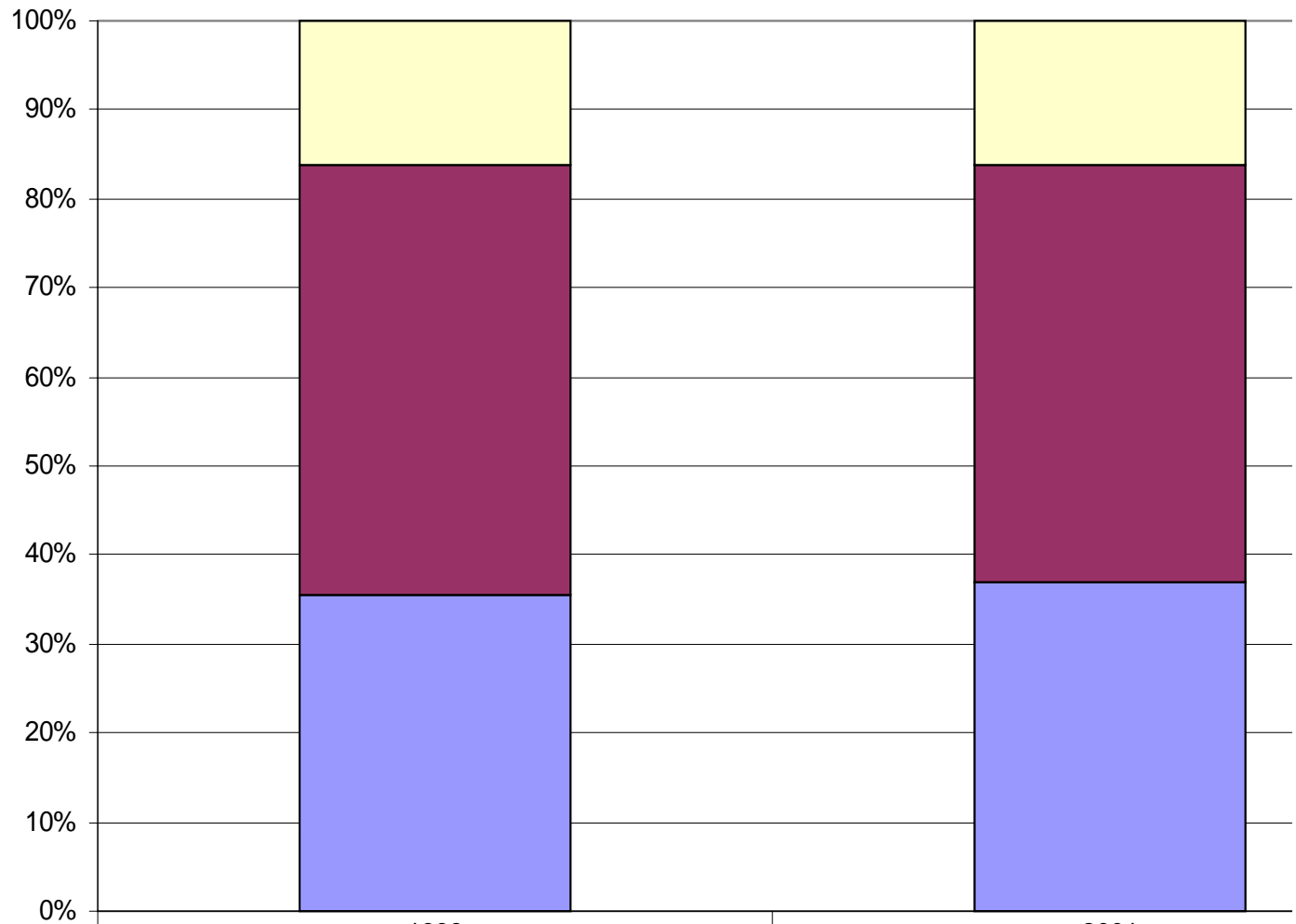
44r. How would you rate Chesterfield County in regard to ease of starting new businesses?



44s. How satisfied are you with the balance between business and residential development in Chesterfield County?



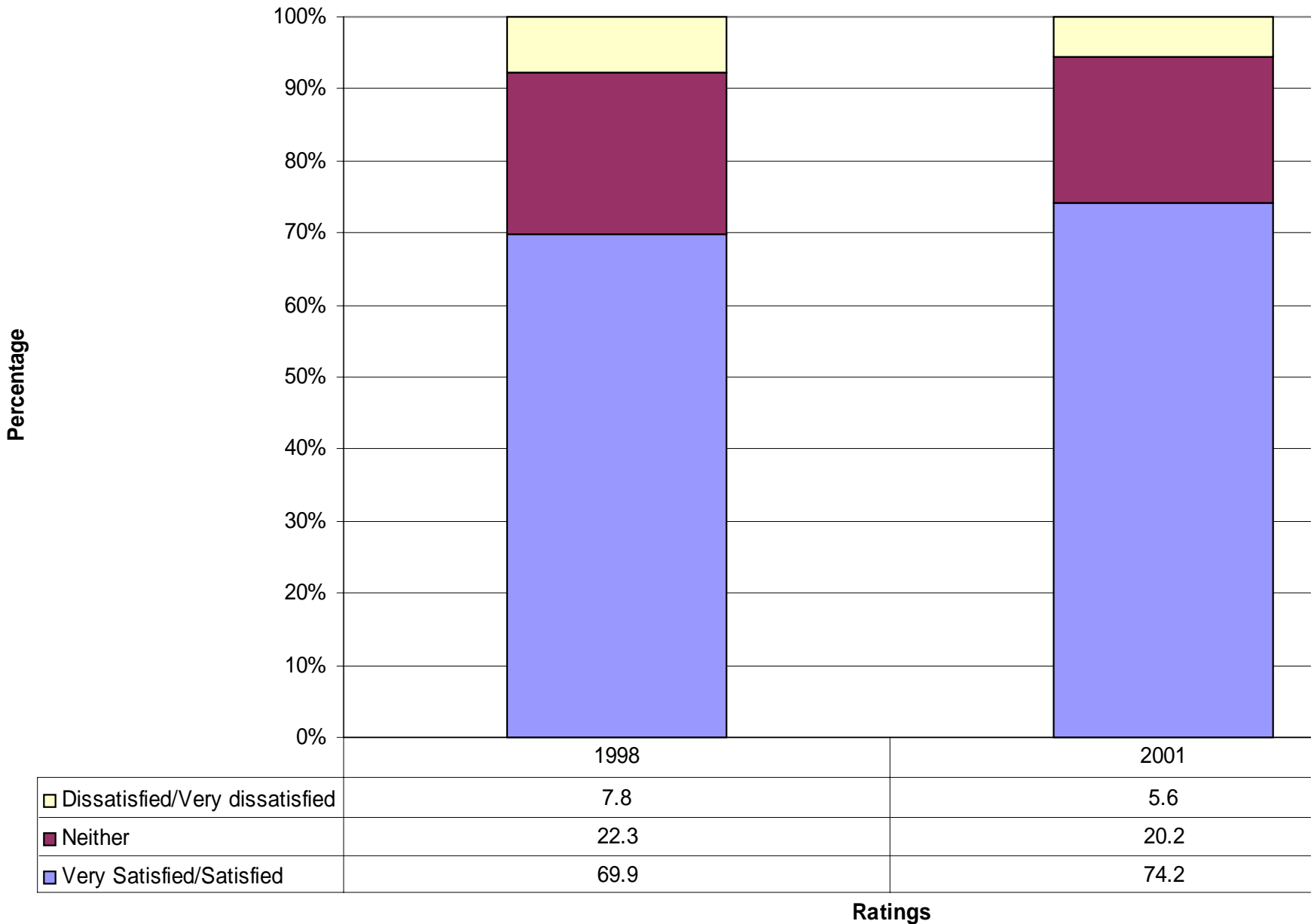
44t. How satisfied are you with tourism in Chesterfield County?



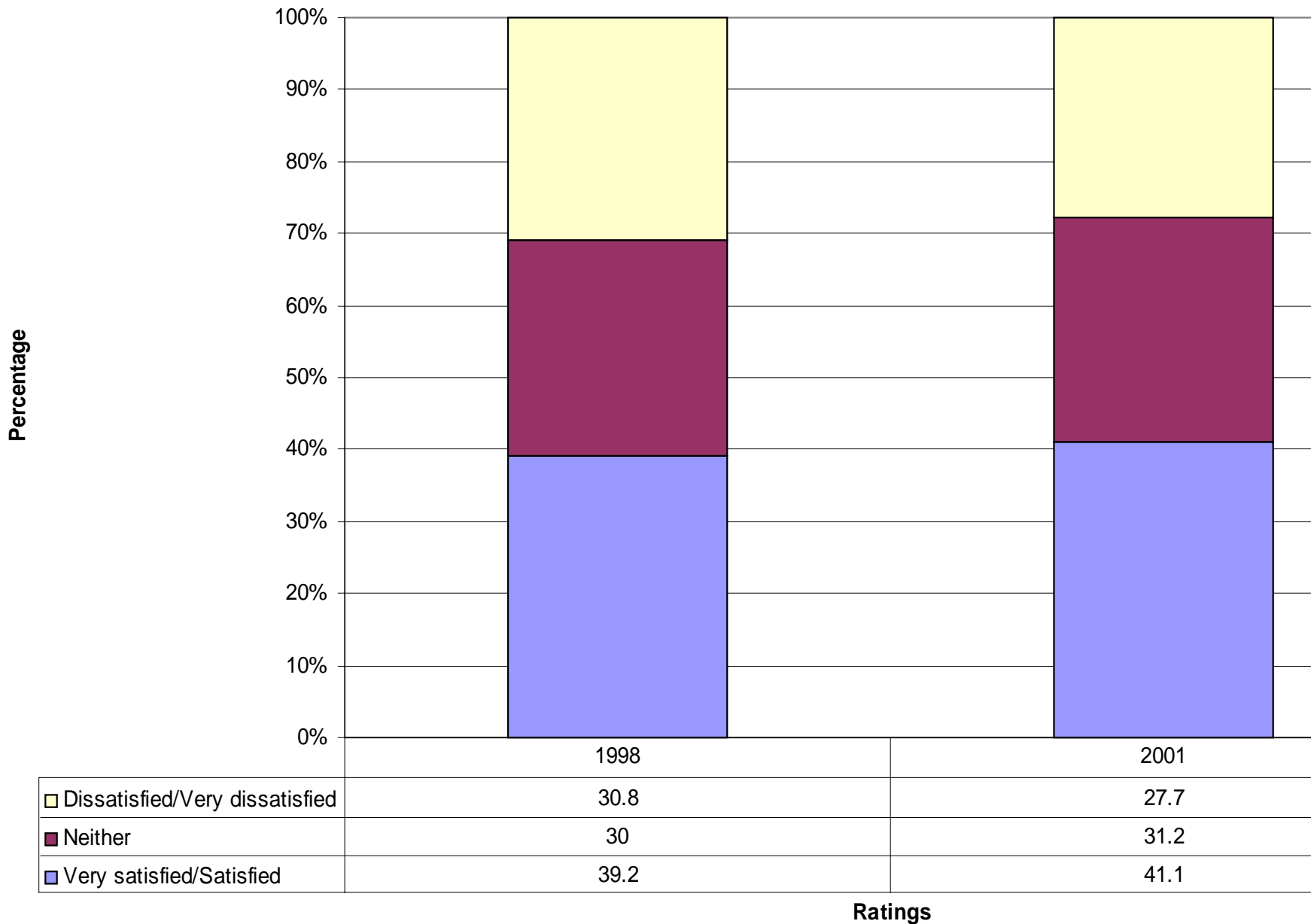
■ Dissatisfied/Very dissatisfied
■ Neither
■ Very Satisfied/Satisfied

Ratings

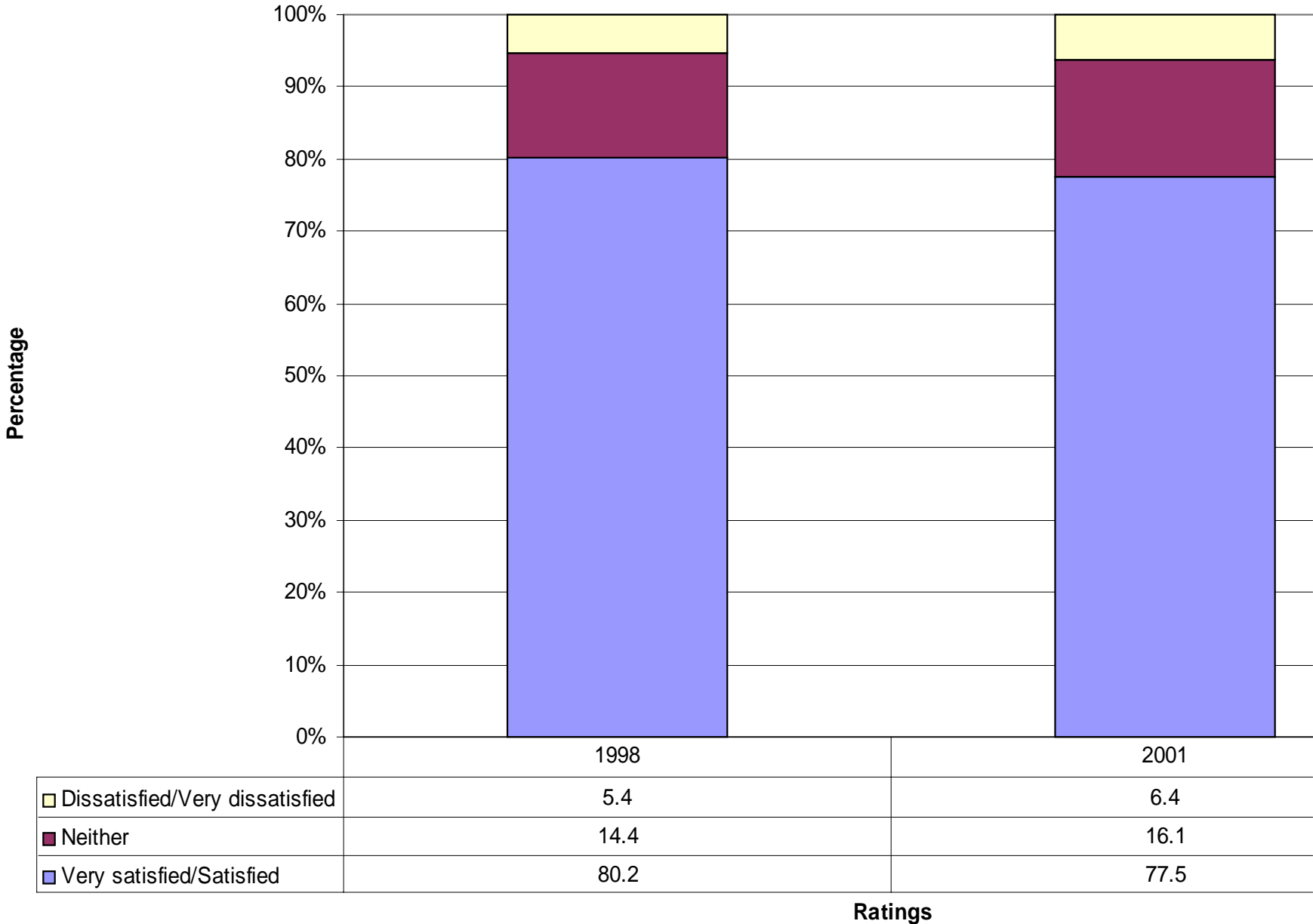
44u. How satisfied are you with Chesterfield County Education for adults opportunities?



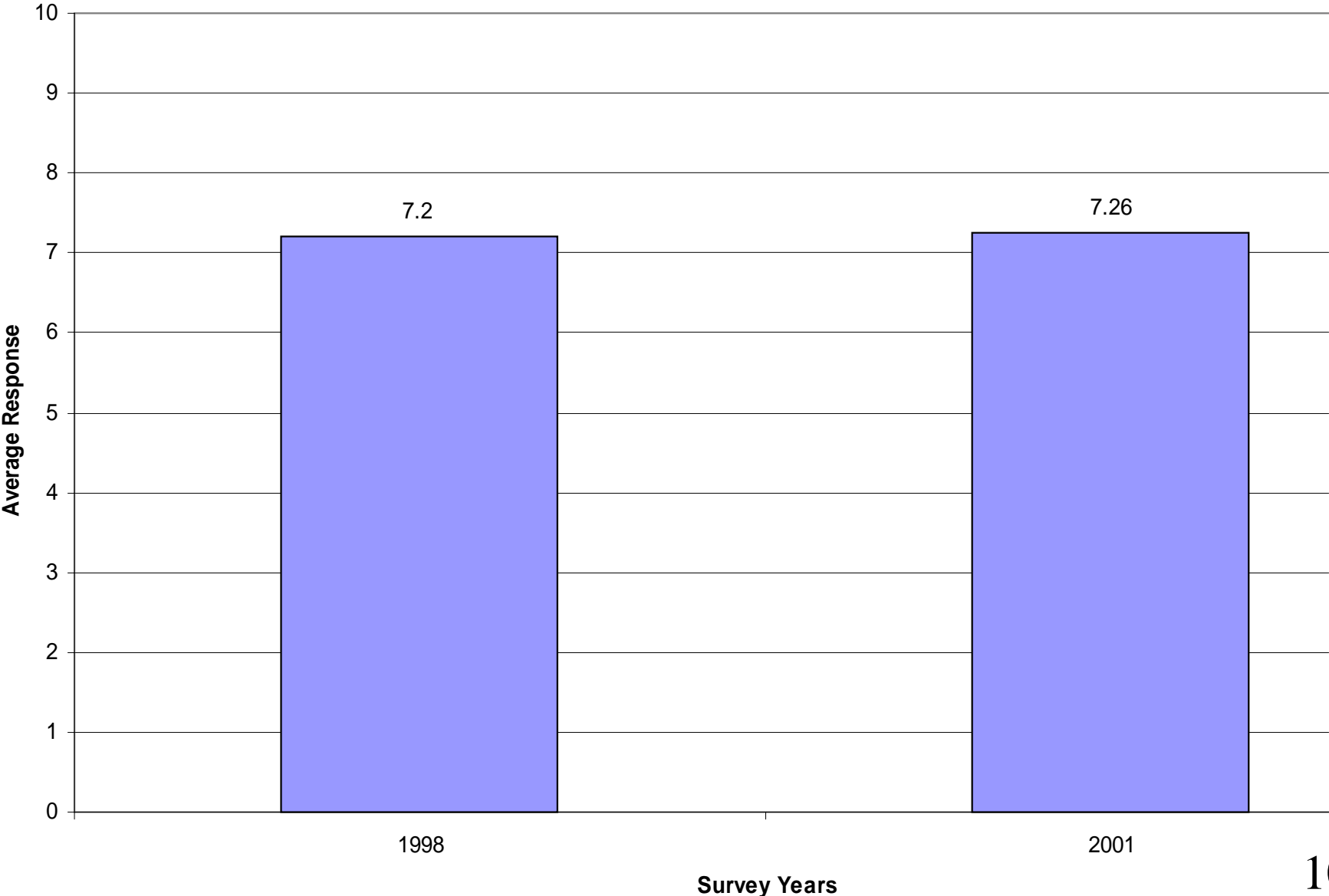
44v. How satisfied are you with code enforcement in Chesterfield County?



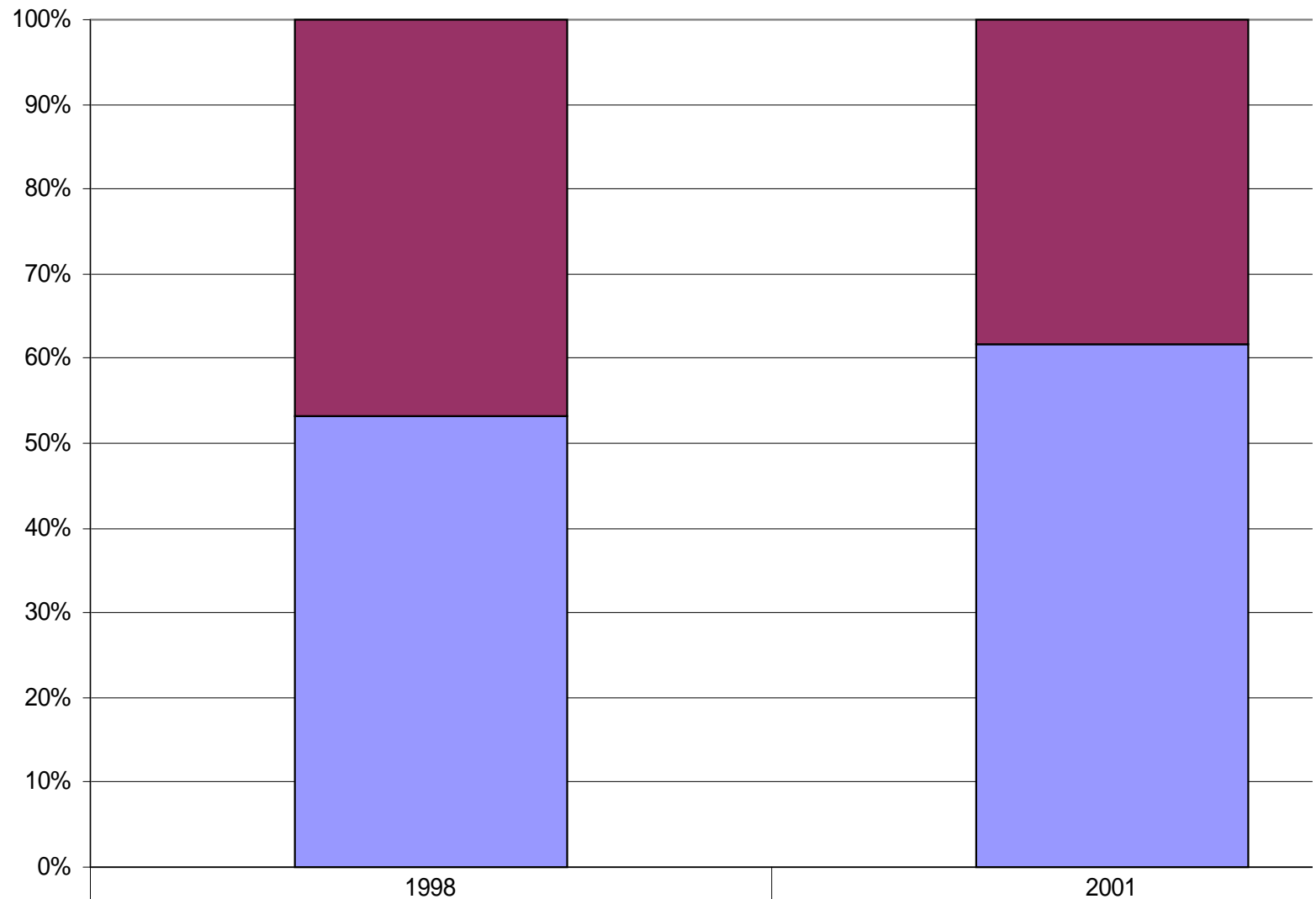
44w. How satisfied are you with Chesterfield County Medical facilities?



45. On a scale of 1-10(10 being best), how would you rate the quality of life in Chesterfield County?



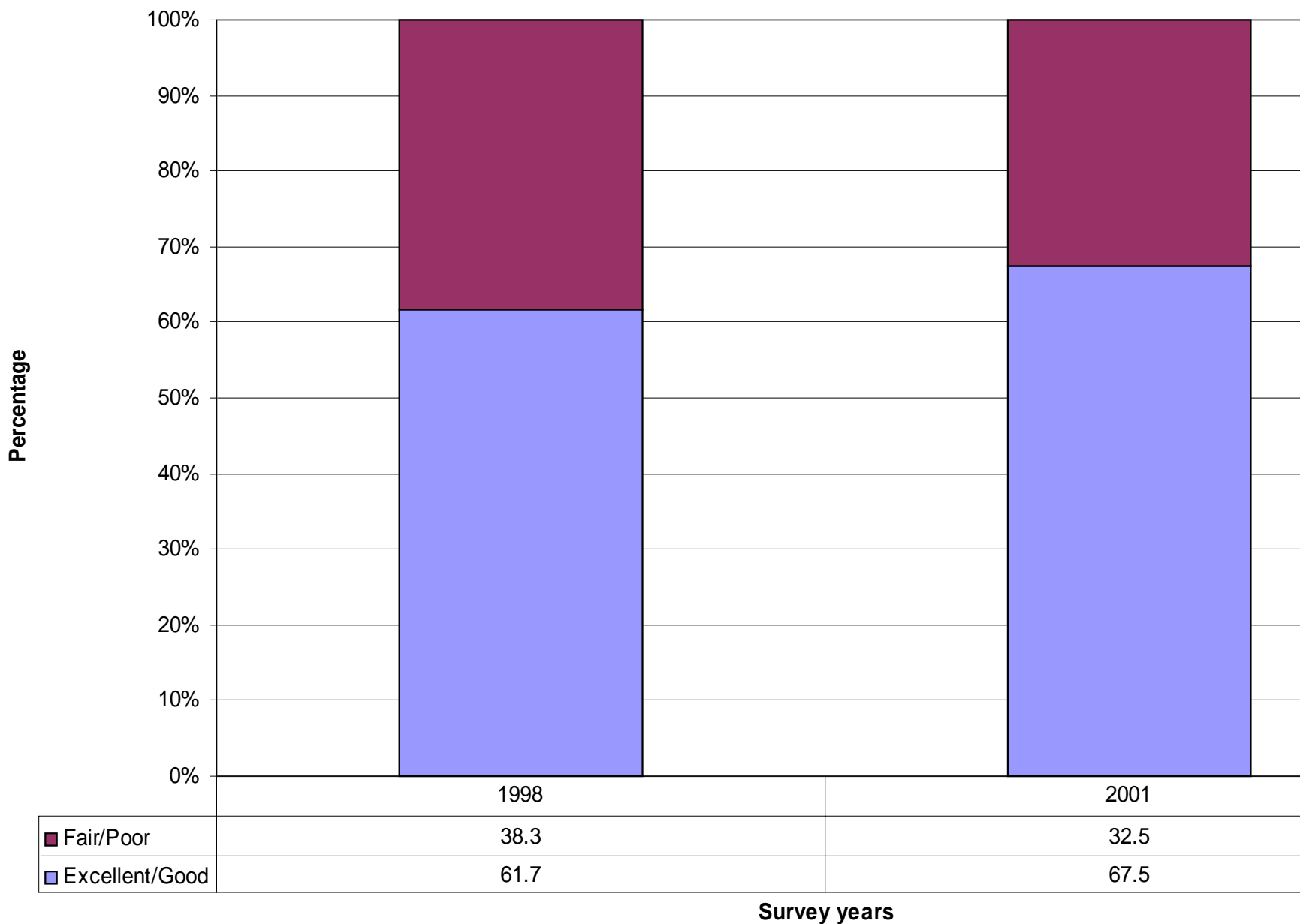
46. How would you rate Chesterfield County on use of technology to improve services?



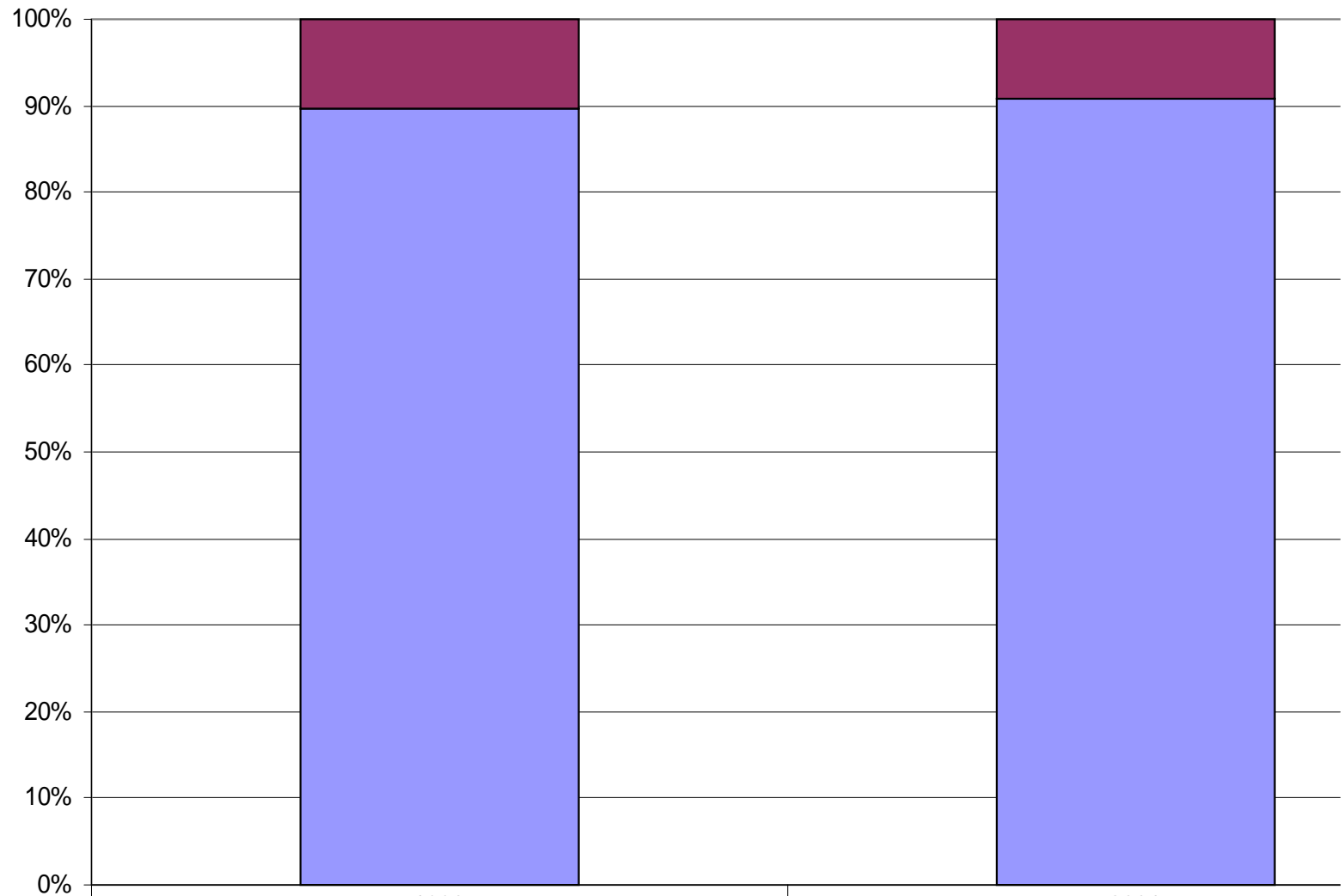
| | | |
|----------------|------|------|
| Fair/Poor | 46.9 | 38.3 |
| Excellent/Good | 53.1 | 61.7 |

Survey years

47. How would you rate accessibility of county facilities to individuals with disabilities?



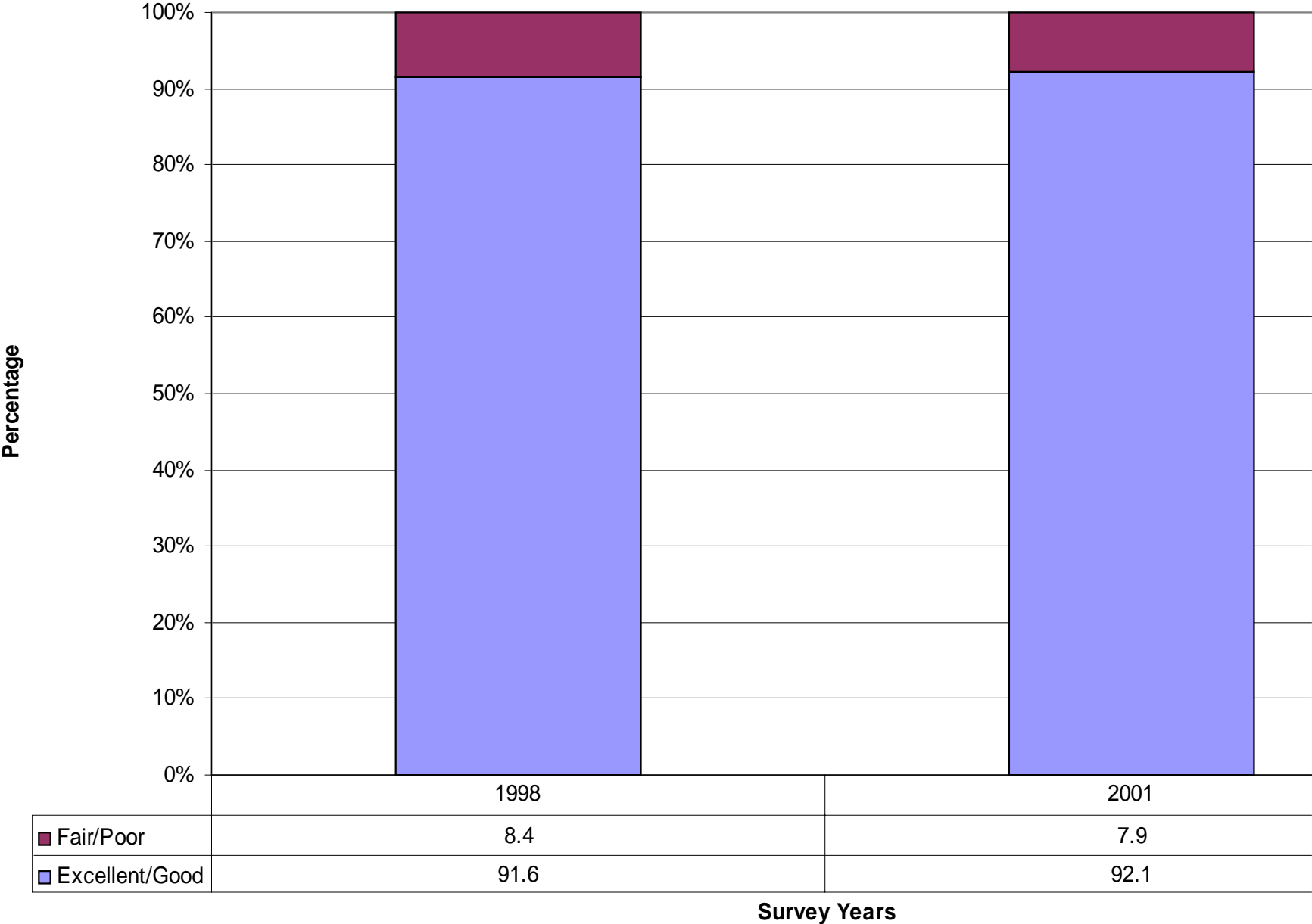
48a. How would you rate the location of Chesterfield County Libraries?



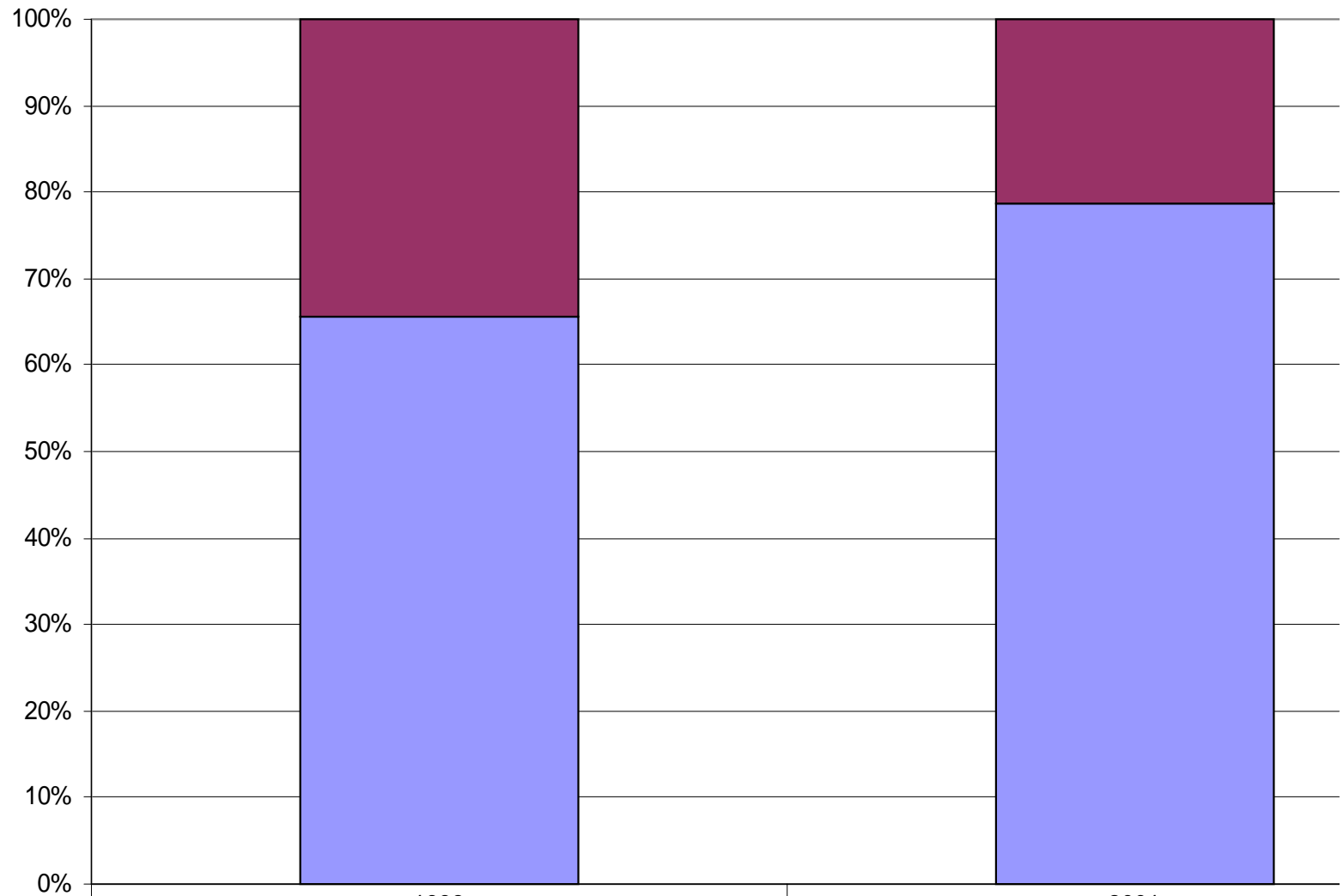
| | | |
|------------------|------|------|
| | 1998 | 2001 |
| ■ Fair/Poor | 10.3 | 9.1 |
| ■ Excellent/Good | 89.7 | 90.9 |

Survey Years

48b. How would you rate the location of Chesterfield County Fire Stations?



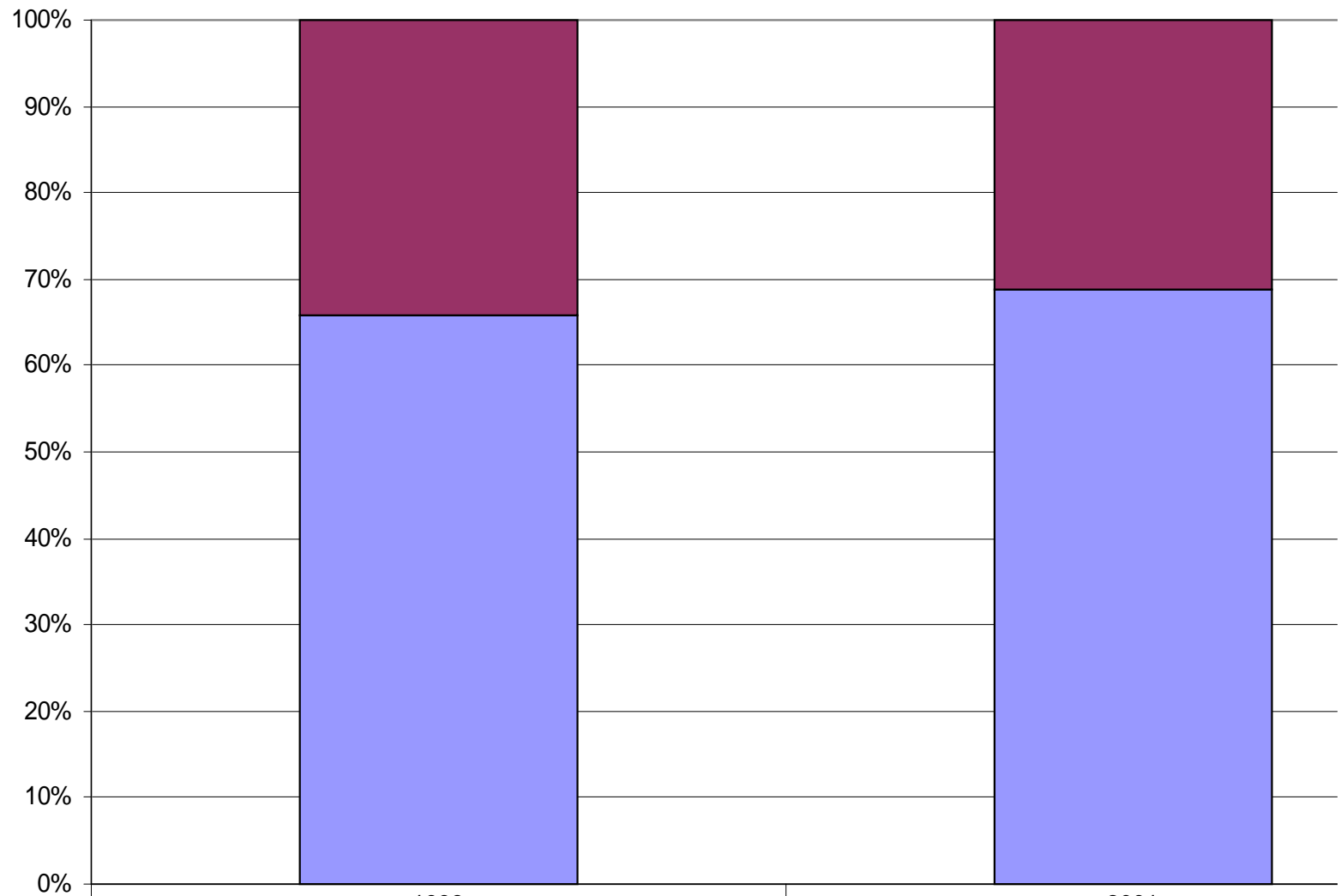
48c. How would you rate the location of Chesterfield County community policing offices?



| | | |
|----------------|------|------|
| | 1998 | 2001 |
| Fair/Poor | 34.5 | 21.4 |
| Excellent/Good | 65.5 | 78.6 |

Survey years

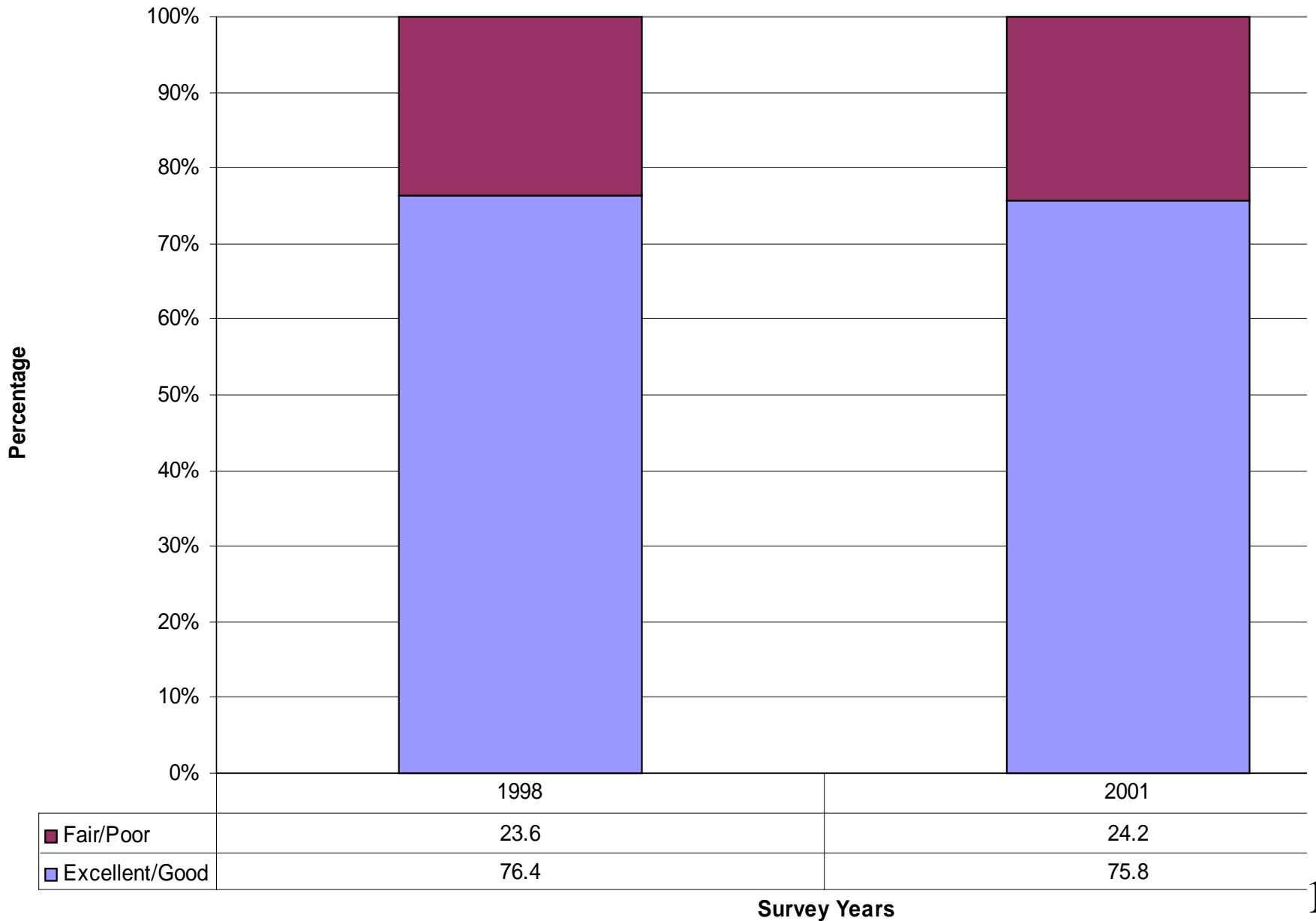
48d. How would you rate the location of Chesterfield County Courts?



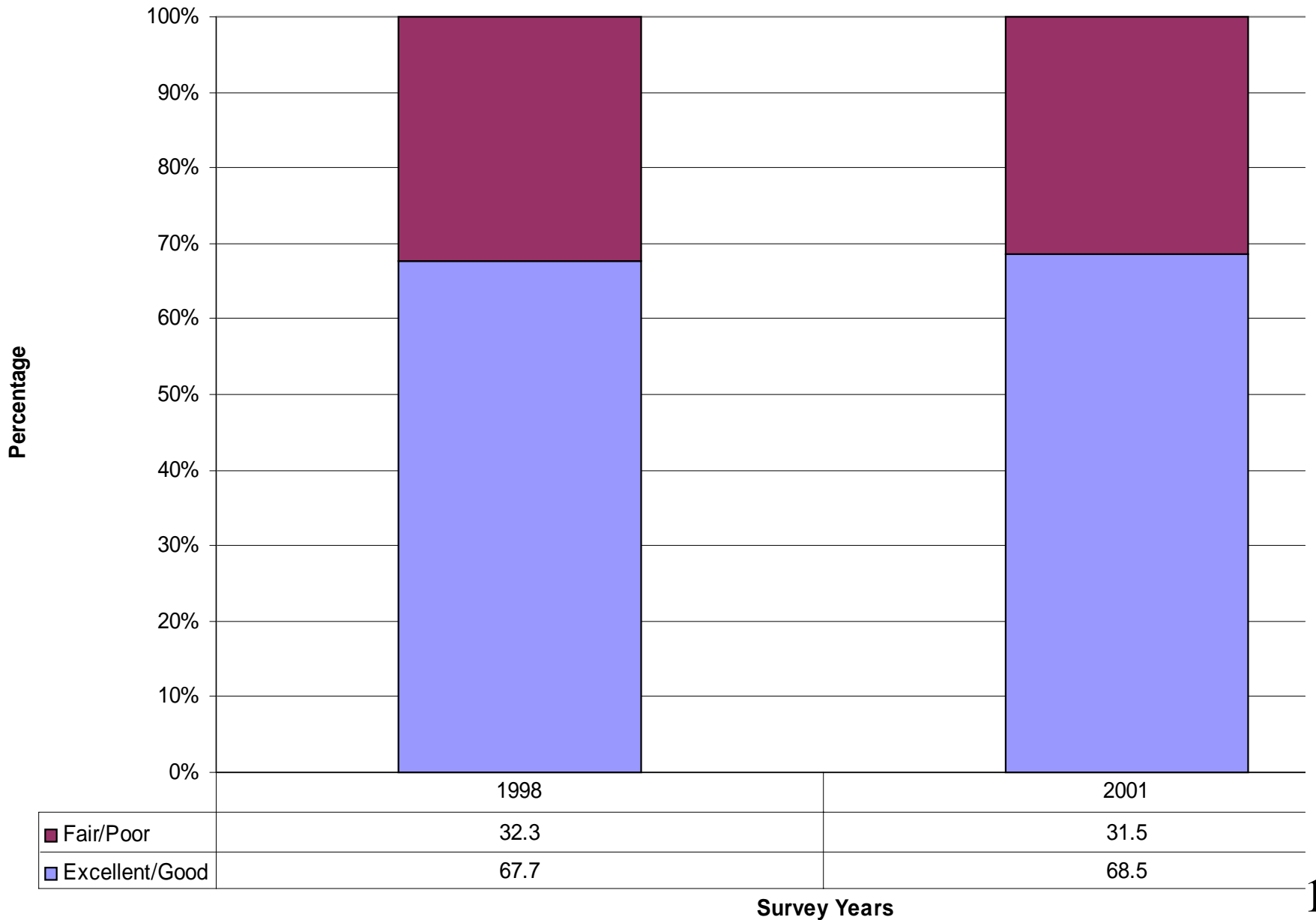
| | | |
|----------------|------|------|
| Fair/Poor | 34.1 | 31.1 |
| Excellent/Good | 65.9 | 68.9 |

Survey Years

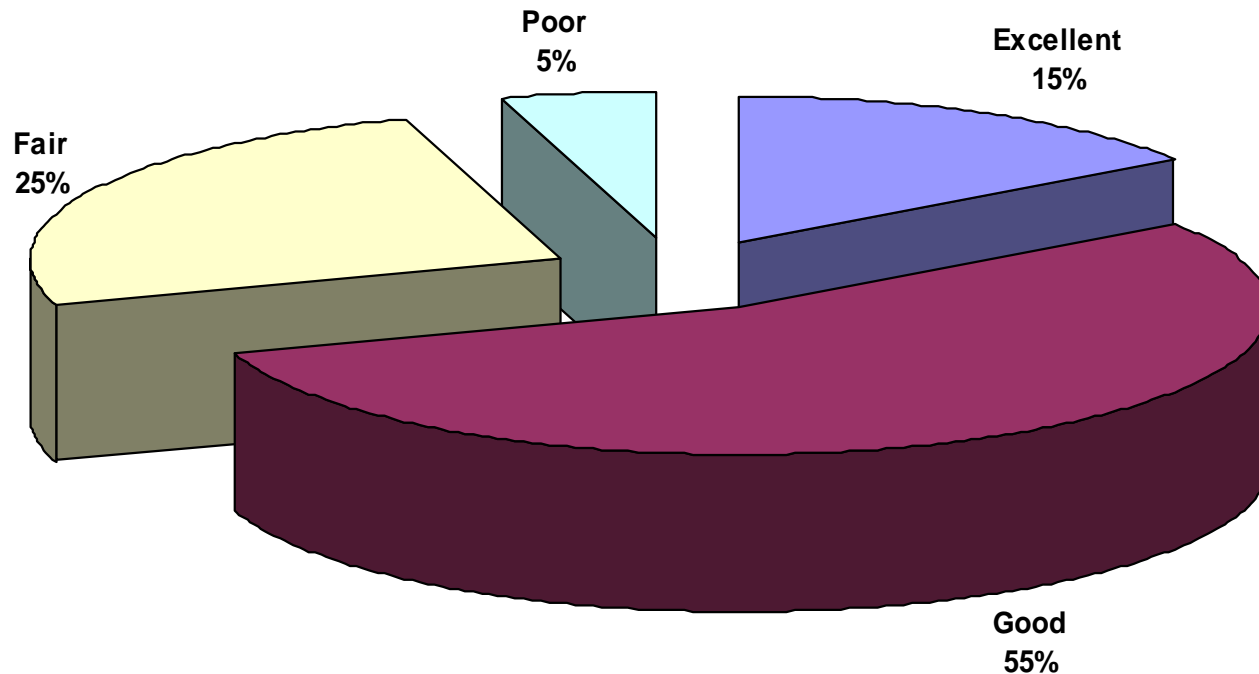
48e. How would you rate the location of Chesterfield County parks and recreational facilities?



48f. How would you rate the location of the Chesterfield County government complex?

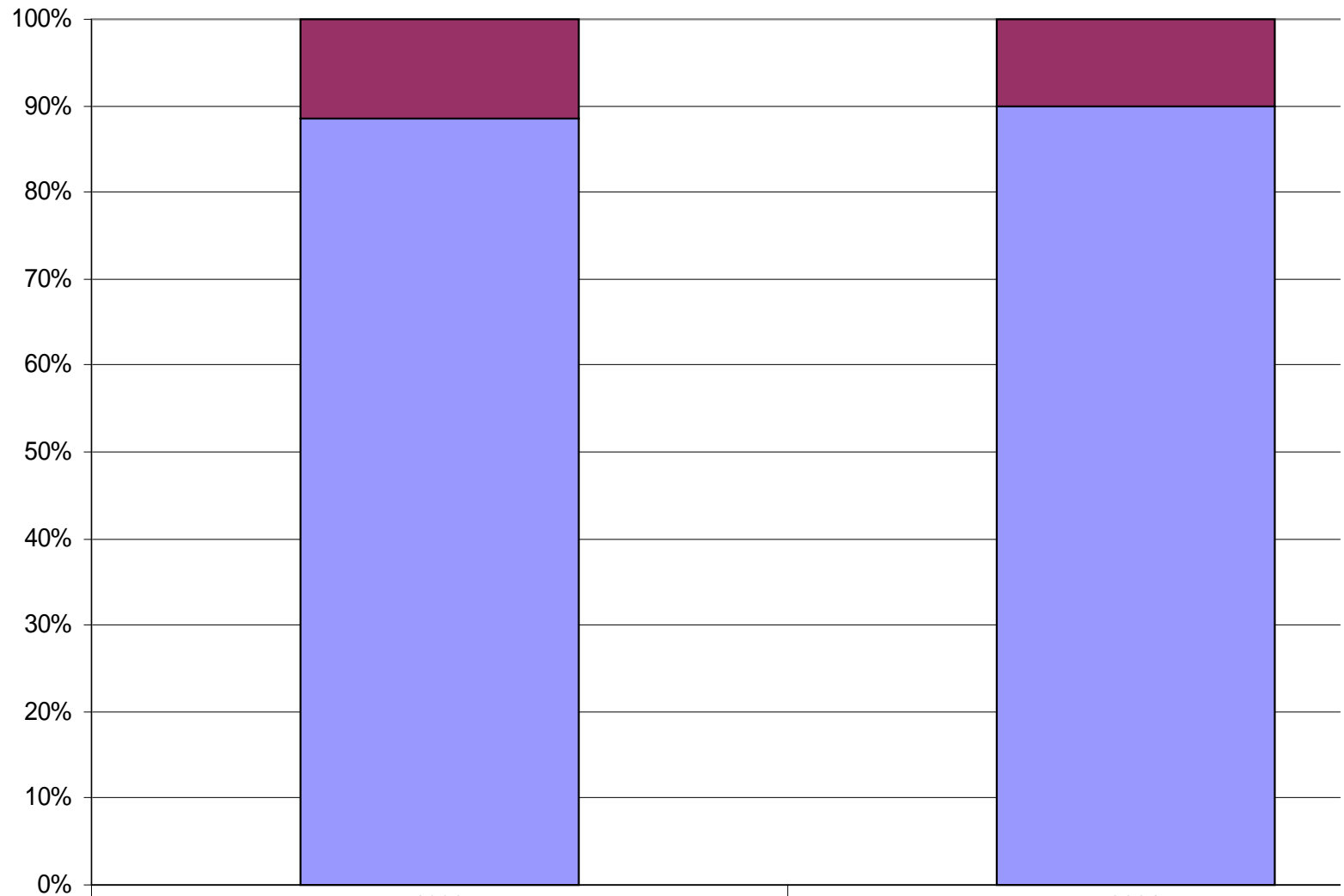


48g. How would you rate the location of Chesterfield County Health Department services?



Note: Not measured in 1986 or 1998

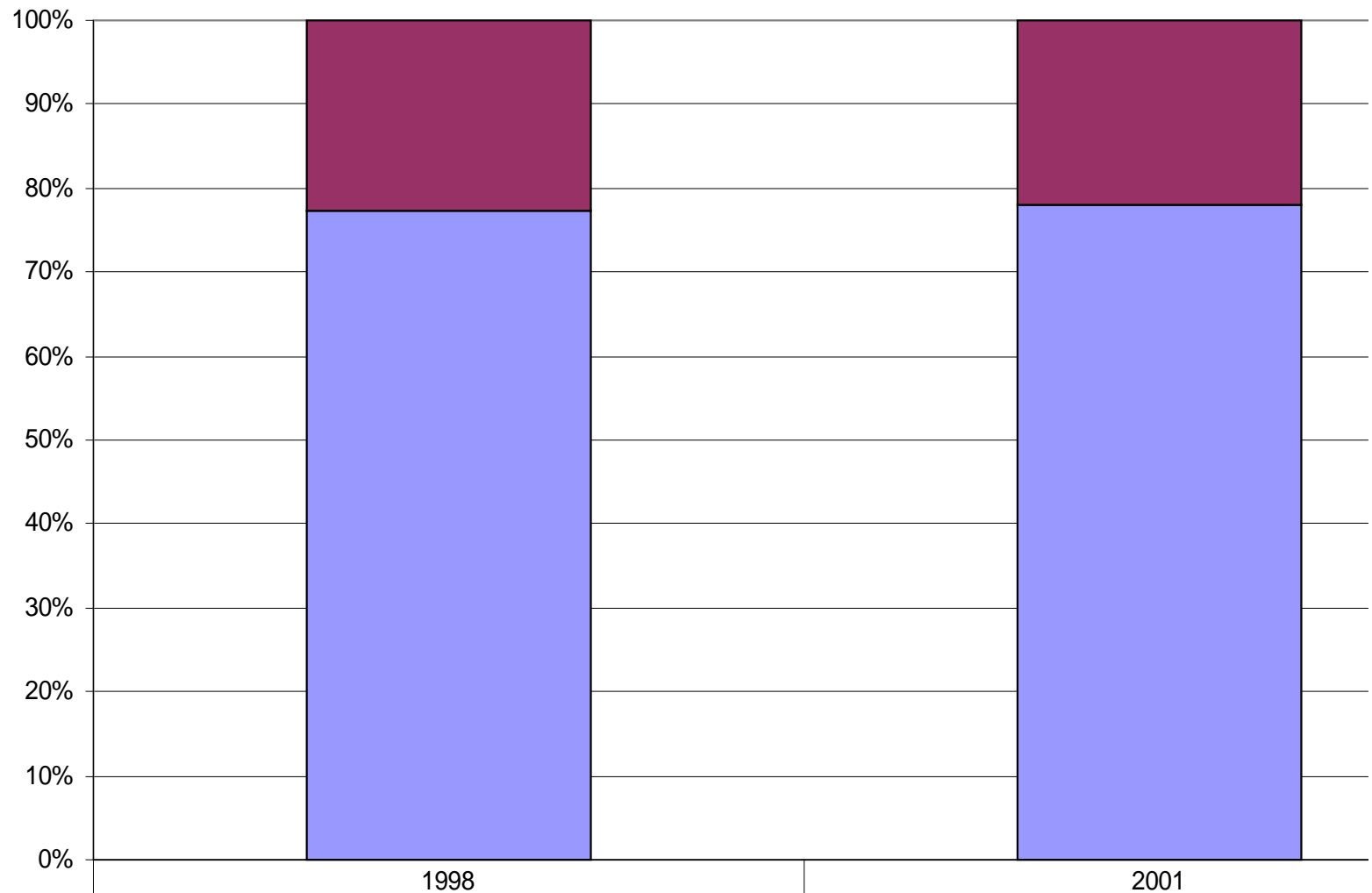
49a. How would you rate the maintaining of Chesterfield County libraries?



| | | |
|----------------|------|----|
| Fair/Poor | 11.4 | 10 |
| Excellent/Good | 88.6 | 90 |

Survey Years

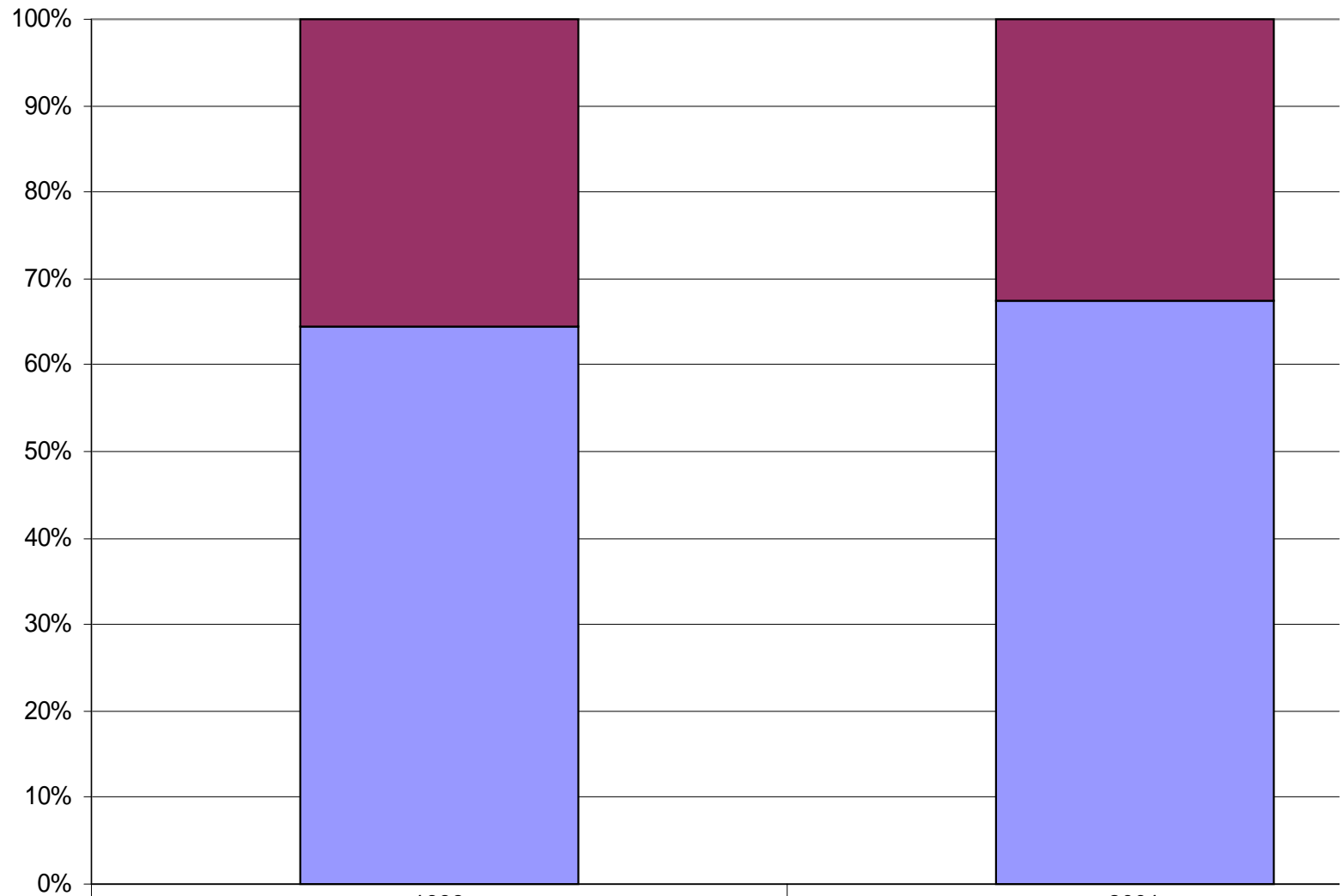
49b. How would you rate the maintaining of Chesterfield County parks and recreational facilities?



| | | |
|----------------|------|----|
| Fair/Poor | 22.6 | 22 |
| Excellent/Good | 77.4 | 78 |

Survey Years

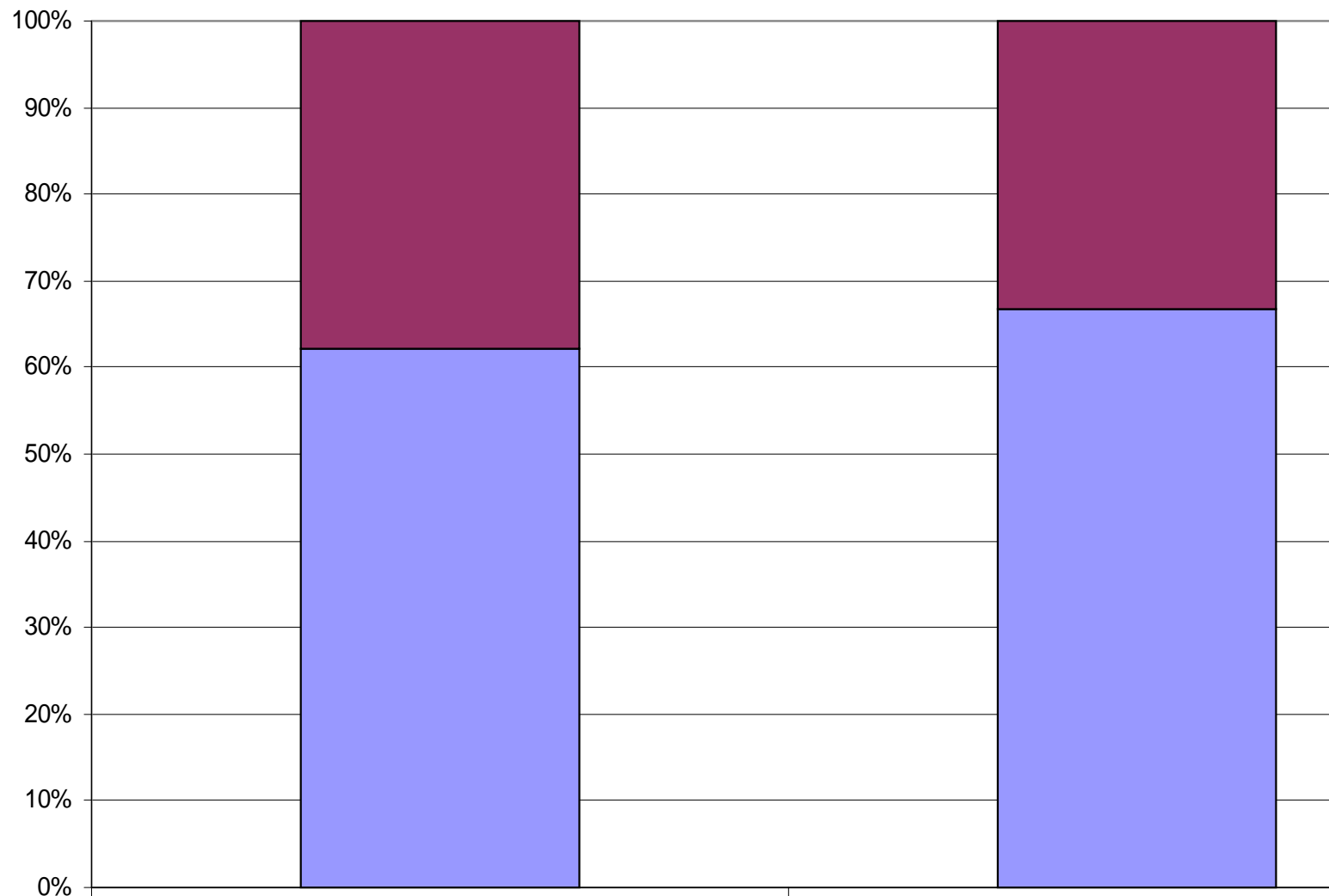
49c. How would you rate the maintaining of Chesterfield County school grounds?



| | | |
|----------------|------|------|
| Fair/Poor | 35.5 | 32.5 |
| Excellent/Good | 64.5 | 67.5 |

Survey Years

49d. How would you rate the maintaining of Chesterfield County school buildings?

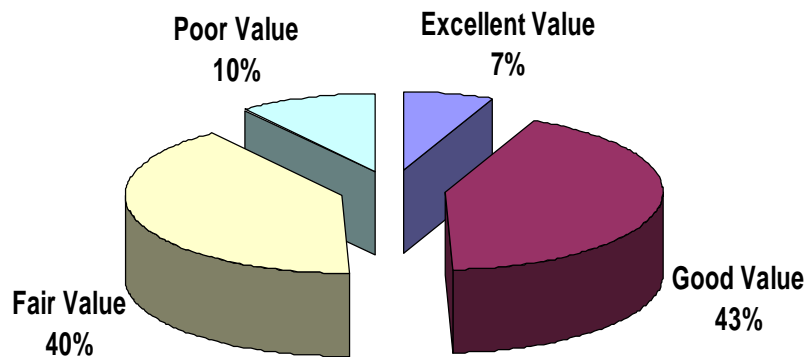


| | | |
|----------------|------|------|
| Fair/Poor | 37.8 | 33.3 |
| Excellent/Good | 62.2 | 66.7 |

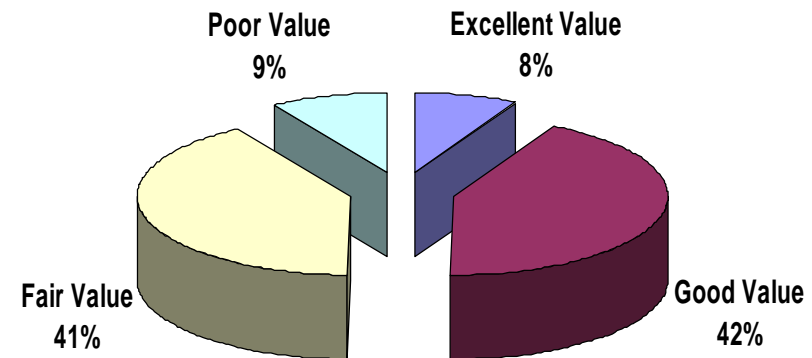
Survey Years

50. Taking into considerations the services provided by Chesterfield County and taxes in other counties or cities you are familiar with, how would you rate the value of services provided relative to taxes paid?

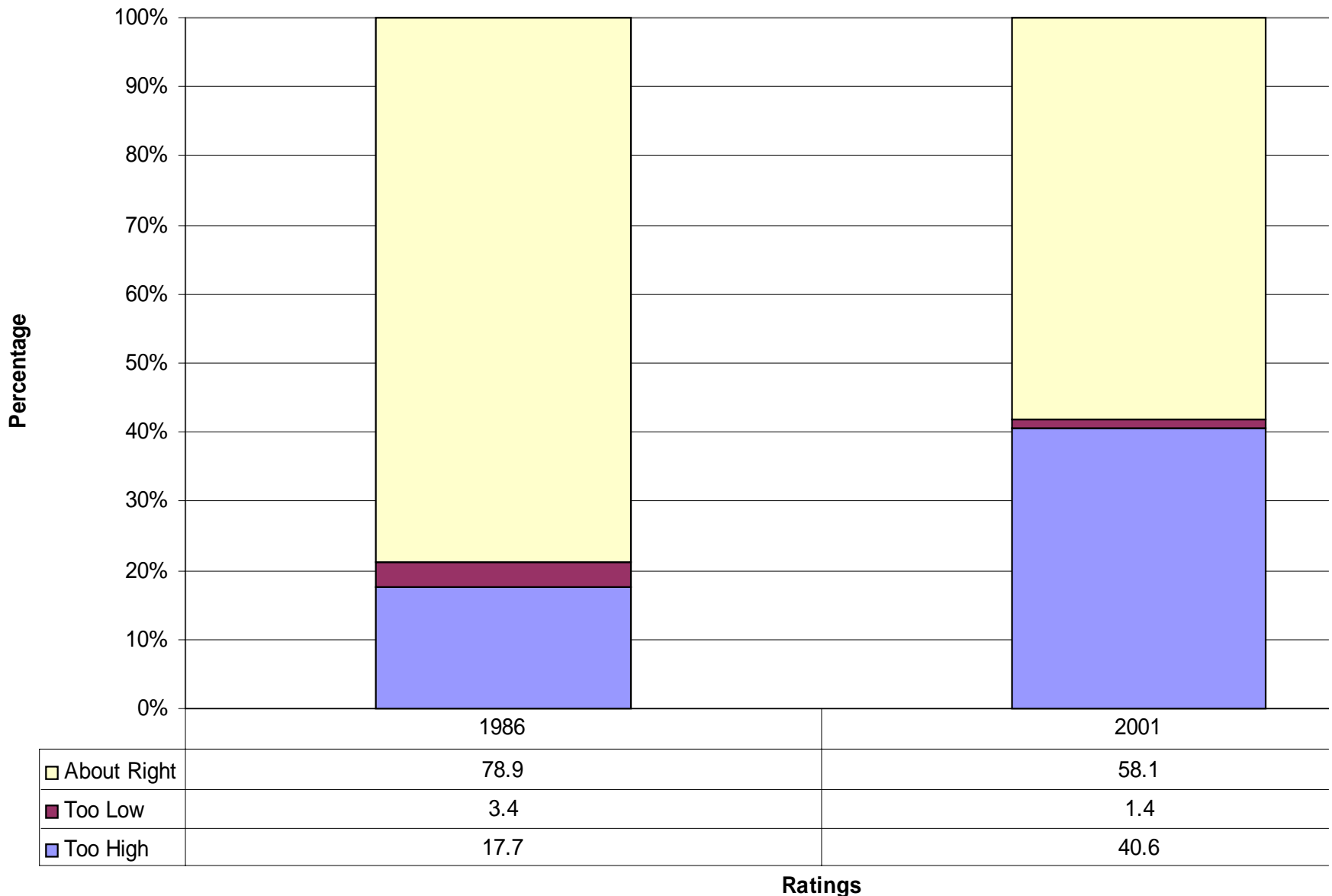
1998



2001



51. From your personal standpoint, are Chestefield County taxes too high, too low, or about right?



52. How willing would you be to pay more taxes to improve or add county services?

